

CUSTOMER SERVICE PERFORMANCE

QUARTER 4 2024

BUS – SEABUS – SKYTRAIN

Report

2025-03-04

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Project Objectives

The primary objectives of this project are to:

- Evaluate the quality of service provided by Bus, SeaBus, and SkyTrain.
- Diagnose what aspects of service have the strongest impact on perceptions of service quality.
- Provide recommendations regarding what aspects of service need to be modified to increase and maintain high levels of service quality across transit modes.
- Assess customer behaviour and motivation related to the use of public transit.

Since July 2017, this study uses a dual-frame of cell-phone and landline sample in order to make the sample more representative of the target population.

More details about the methodology used for this project are included in Appendix A.



Highlights

The Customer Service Performance study tracks performance on service attributes that are most strongly related to overall transit service ratings from customers.

Trends in the average score and/or percentage of Good-to-Excellent scores (i.e., 8, 9, or 10 out of 10) are highlighted for each attribute.

The analysis in the text typically focuses on the top key drivers for each area of service.

Where performance is particularly positive or negative, but the attribute is not one of the top key drivers, the text may not comment on it; however, customer ratings on the attribute will be shown in the charts for each section.



Highlights

OVERVIEW (1/2)

2024 was a relatively variable year

- This year started out with relatively low metrics across many elements of transit service in Q1, rebounding in Q2. Q3 appeared to show a return to trends from recent years, but some scores continued to decline in Q4, in some cases coming close to the levels noted in Q1. This is evident not only in the overall service score but also in several system performance ratings that either levelled out or decreased this quarter, such as convenient hours and good connections. Interestingly, perceptions of value for money improved slightly this quarter relative to last quarter.

Overall Service Rating Slips in Q4

- Average ratings for overall transit service have declined, with the average score for overall service this quarter at 7.7, continuing a downward trend after a high in Q2. Year-over-year results also show a drop in overall service performance compared to 2023 scores.
- This quarter, six in ten transit riders (60%) gave good-to-excellent ratings for overall service, reflecting a slight decline of two percentage points from last quarter and a significant drop of eleven percentage points compared to the same quarter last year. Similar to average scores, good-to-excellent ratings in 2024 remain lower than those recorded in 2023.
- These results seem tied to declining scores for service quality on bus and SkyTrain, particularly in terms of perceptions of overcrowding, on-time performance, and service frequency. These areas may represent the strongest opportunities to improve rider experience.

Choice Riders Stabilizing

- Seven in ten riders (70%) are Choice riders, meaning they have regular access to a vehicle for the same trips they take by transit. This proportion has increased slightly from last wave (+2 ppt) and the same quarter last year (+4 ppt). Meanwhile, the share of Captive riders has gradually declined over the past two years, seeming to stabilize after a much larger shift in travel choices earlier in the Covid-19 pandemic.
- More than seven in ten riders (71%) report their transit usage has remained unchanged over the past six months, a slight increase (+4 ppt) after five quarters of stability at two-thirds. This shift is due to fewer people this quarter saying they use transit less now than in recent quarters.

Value for Money Improves in Q4

- Perceptions of value for money provided by the transit system rose to 7.6 this quarter, better aligning with the average scores seen in Q1 and Q2 of 2024 after a considerable drop in Q3 of this year. While the Q4 score is still lower than scores recorded in 2023 for this attribute, the difference is no longer statistically significant unlike in Q3.
- This improvement may reflect a diminishing impact of some financial news stories in Q3, such as the annual fare increase introduced in July 2024 and news coverage of anti-fare evasion measures, which were thought to contribute to the Q3 decline in value for money scores.

Highlights

OVERVIEW (2/2)

Feelings of Safety from Crime Largely Stabilized, Especially for Bus

- For Bus, rider perceptions of safety from crime have improved this quarter compared to last quarter both on the bus and at stops or exchanges. SkyTrain cars and SkyTrain stations have maintained consistent performance levels this quarter. SeaBus ratings have declined this quarter by a significant margin since Q4 of last year and a notable margin compared to Q3, though still well above the positive performance threshold at 8.2.

Views of On-Time Performance Vary by Mode

- The attribute of on-time, reliable service saw small changes this quarter across modes. Average scores for bus on-time, reliable performance decreased slightly from 7.3 in Q3 to 7.2 in Q4. SeaBus, after a modest improvement last quarter, has slid back to 9.0 from 9.2. On the positive side, perceptions of SkyTrain on-time performance experienced a minor increase from 8.6 last quarter to 8.8 this quarter.

Frequency of Service Shows Mixed Performance Across Modes

- Ratings of bus service frequency declined to an average score of 7.0, down from 7.2 last quarter and 7.4 in Q2, barely meeting the positive performance threshold. SkyTrain held steady at 8.4, with 78% of riders giving top ratings – a 6-point rise from last quarter and 3 points year-over-year. While ratings of SeaBus service frequency remain high compared to other modes at 8.2, this attribute remains the lowest-rated of all SeaBus attributes measured in this study.

Perceptions of Overcrowding Continue to be a Focus Area

- Perceptions of overcrowding remain an area for improvement, especially for SkyTrain, where the average score for SkyTrain vehicles not being overcrowded dropped again this quarter to 6.4, down significantly from 7.0 in Q4 of last year. Bus scores for this attribute also fell to 6.6, down from 7.0 last quarter and the same period last year, while SeaBus remained relatively stable.

Cleanliness Scores Rebound in Q4 After Weak Q3

- After modest declines in cleanliness ratings across transit modes in Q3, scores rebounded in Q4. Bus cleanliness and graffiti-free ratings rose slightly to 8.2, recovering from the significant drop in Q3. SkyTrain scores improved to 7.9 from 7.8, and SeaBus saw the most notable increase, climbing to 8.9 from 8.6.

Staff Attributes Continue to Perform Well

- Across modes, attributes related to staff performed well in Q4; bus operator ratings of attitude and driving safely were up while SkyTrain staff and SeaBus staff visibility were stable compared to last quarter.



Highlights – Results by Mode

BUS SERVICE



- The average score for overall bus service is 7.6, slightly down from 7.7 last quarter and 7.8 during the same period last year.
- Additionally, ratings for several bus service attributes declined this quarter compared to both the previous quarter and the strong performance in Q2 2024.
- Safety scores, which improved in Q2 2024 before declining in Q3, have partially recovered. This includes safety from crime onboard at 8.3 (up from 8.1 in Q3) and safety from crime at bus stops and exchanges at 8.1 (up from 8.0 in Q3).
- Following a similar pattern, cleanliness ratings dipped slightly in Q3 but improved in Q4 to 8.2. Trip duration ratings also saw modest improvement, rising to 8.2 in Q4.
- In contrast, perceptions of on-time, reliable service declined slightly again in Q4, dropping to 7.2 from 7.3 in Q3.
- Despite these fluctuations, ratings for bus operator attributes, such as courtesy and safe, professional driving, remained steady quarter-over-quarter.

SKYTRAIN SERVICE



- The overall SkyTrain service score remains steady at 8.2 out of 10, unchanged from the past two quarters but slightly lower than 8.4 in the same quarter last year.
- The average overall service score has shown a gradual decline since 2022 and early 2023. However, some individual SkyTrain service attributes saw small improvements this quarter.
- Overcrowding on SkyTrain continues to be a concern, with an average score of 6.4 in Q4, slightly down from 6.5 last quarter and well below the positive benchmark of 7.0. This highlights ongoing challenges, particularly during peak travel times, making this an important area for continued focus.
- On a positive note, on-time reliable service scored 8.8 this quarter, up from 8.6 in Q3, making it the highest-rated SkyTrain attribute.
- Service frequency also remains a strong point, with scores improving to 8.4 from 8.3 last quarter. Given its importance to passengers, and its relationship to perceptions of capacity and therefore reductions in crowding, this attribute represents a strong focus area for improving the customer experience.

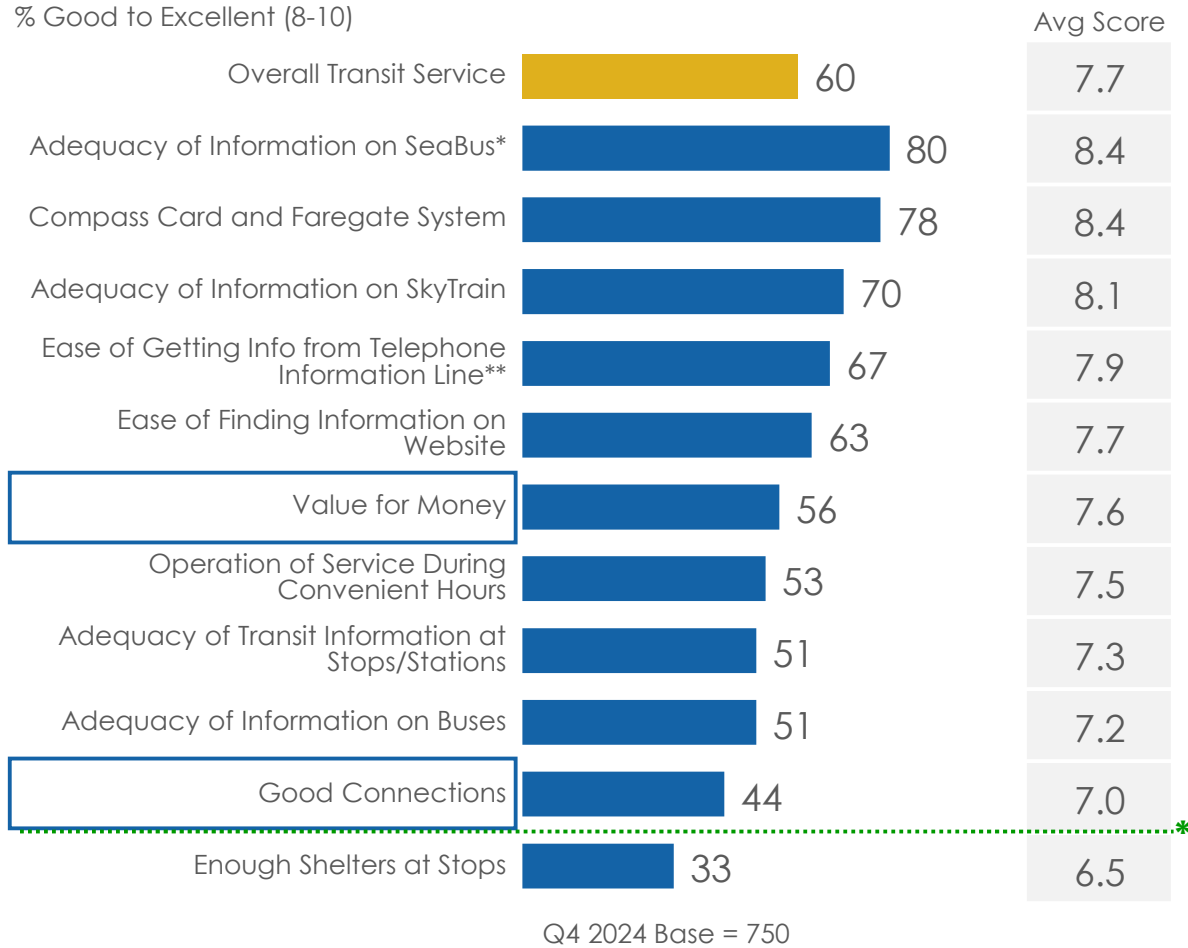
SEABUS SERVICE



- SeaBus remains the highest-rated mode explored in this study; however, after a particularly strong performance in Q3, many SeaBus ratings have lost some of the gains made last quarter.
- The overall SeaBus service average now stands at 8.7 out of 10, down from 9.0 in Q3 and 9.2 in Q4 2023.
- Perceptions of on-time, reliable service remain strong overall but dipped slightly this quarter, falling from 9.2 in Q3 to 9.0.
- For the very few riders who interacted with SeaBus staff this quarter, ratings for courtesy, competence, and helpfulness also saw a small decline, dropping from 9.9 to 9.5.
- The most notable improvement among SeaBus scores this quarter was for SeaBus being clean and graffiti-free, rising from 8.6 in Q3 to 8.9 in Q4.

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES



 TOP KEY DRIVER

- The average score for overall service provided by the Metro Vancouver transit system stands at 7.7 this quarter, continuing a downward trend since Q2 of this year. Year-end results for 2024 in total reflect an overall decline compared to 2023. Currently, six in ten transit riders (60%) rate overall transit service as good-to-excellent, down two percentage points from the previous quarter and a significant eleven points from the same period last year.
- As in previous waves, the Compass Card and faregate system remains one of the highest-rated attributes, with an average score of 8.4 this quarter.
- While all other overall system attributes exceed the positive performance threshold of 7.0, the availability of shelters at stops across the region remains the lowest-rated attribute, with an average score of 6.5 (down from 6.7 in Q3), sitting well below the positive performance threshold.

PERFORMANCE ON TOP KEY DRIVERS OF TRANSIT OVERALL SERVICE

Value for Money

- The average rating for value for money has increased to 7.6, up from 7.4 last quarter, matching the averages seen in Q1 and Q2 of 2024.
- More than one-half of riders (56%) give positive ratings for value for money, a two-point increase from last quarter (54%) but lower than the 61% recorded in the same quarter last year.

Good Connections

- About four in ten riders make a connection on their most typical transit trip. The average score for having good connections between buses or transit modes is 7.0 out of 10. This is down from 7.2 in Q3 2024 and represents the lowest average seen in the past two years.
- Almost four in ten transit riders (44%) who made a connection provide top scores for good connections. These ratings have declined compared to last quarter (51%) and from the same quarter a year ago (53%).

*An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.

Note: some questions were only asked of specific groups of users (e.g., Bus, SkyTrain, or SeaBus riders) so base sizes for those questions will differ from the total base size of 750.

* Caution: small base size – only among those providing ratings on SeaBus (n=74).

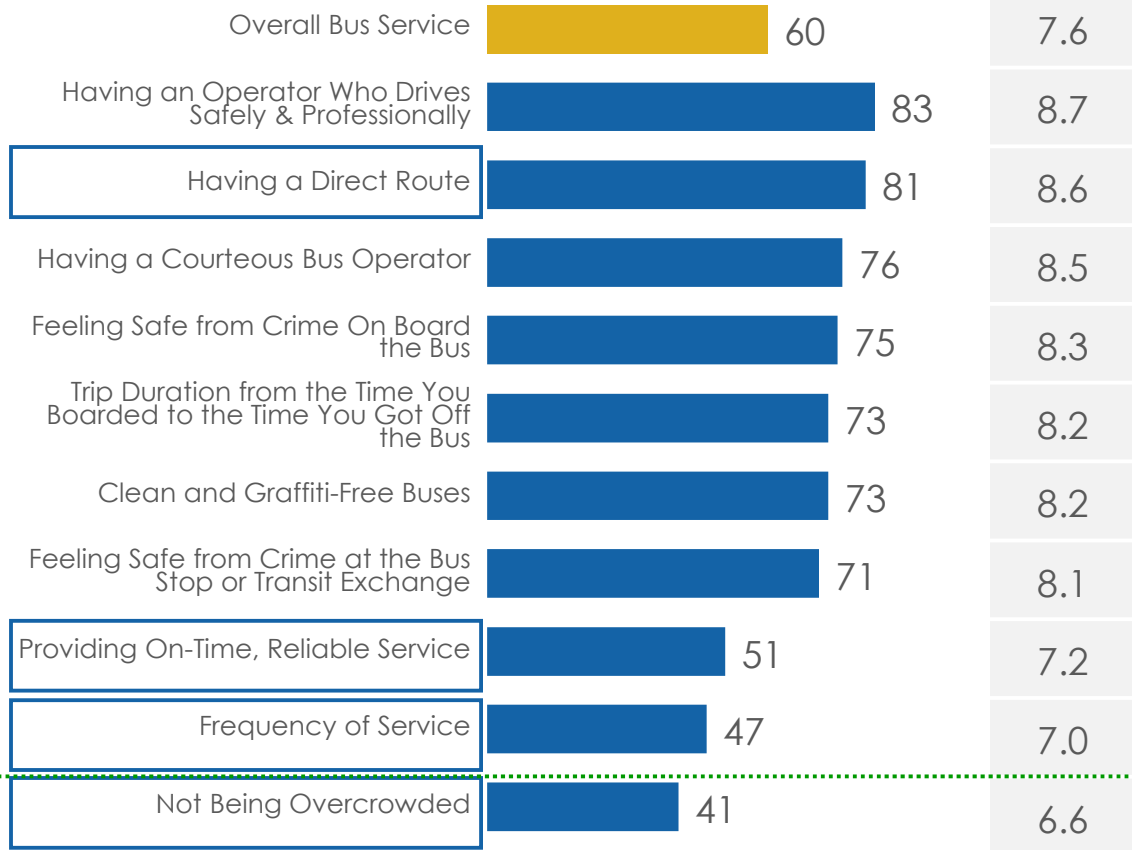
** Caution: small base size – only among those who called telephone information line (n=73).

Highlights – Bus System

PERFORMANCE ON BUS SYSTEM ATTRIBUTES

% Good to Excellent (8-10)

Avg Score



Q4 2024 Base = 667 (bus routes evaluated)

TOP KEY DRIVER

- The average score for overall bus service is 7.6, down slightly from 7.7 last quarter and 7.8 in the same quarter last year.
- Bus operator performance continues to perform extremely well compared with other attributes within the bus system, consistent with overall trends. The average score for having a bus operator who drives safely and professionally is 8.7, unchanged from both last quarter and the same period last year, reflecting steady performance over the past few years. Bus operator courtesy is also well-rated, with an average score of 8.5 this quarter.
- Perceptions of safety and cleanliness improved this quarter, with a significant increase in the perception of safety on buses compared to last quarter.
- Overall, the bus system performed fairly well this quarter, with all attributes meeting or exceeding the positive performance threshold of 7.0 except for not being overcrowded (6.6). However, it is important to note that some key attributes, including frequency of service and on-time reliable service – in addition to not being overcrowded – are only marginally above this threshold, indicating room for improvement.

PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE

On-time, Reliable Service

- The average rating for on-time, reliable service is 7.2 this quarter, down from 7.3 last quarter and significantly lower than 7.5 in the same quarter last year. This score falls below the relatively consistent long-term average over the past few years.
- Just over one-half of transit users (51%) provide top ratings for on-time, reliable service, a decline from 56% last quarter and 57% during the same period last year.

Not Being Overcrowded

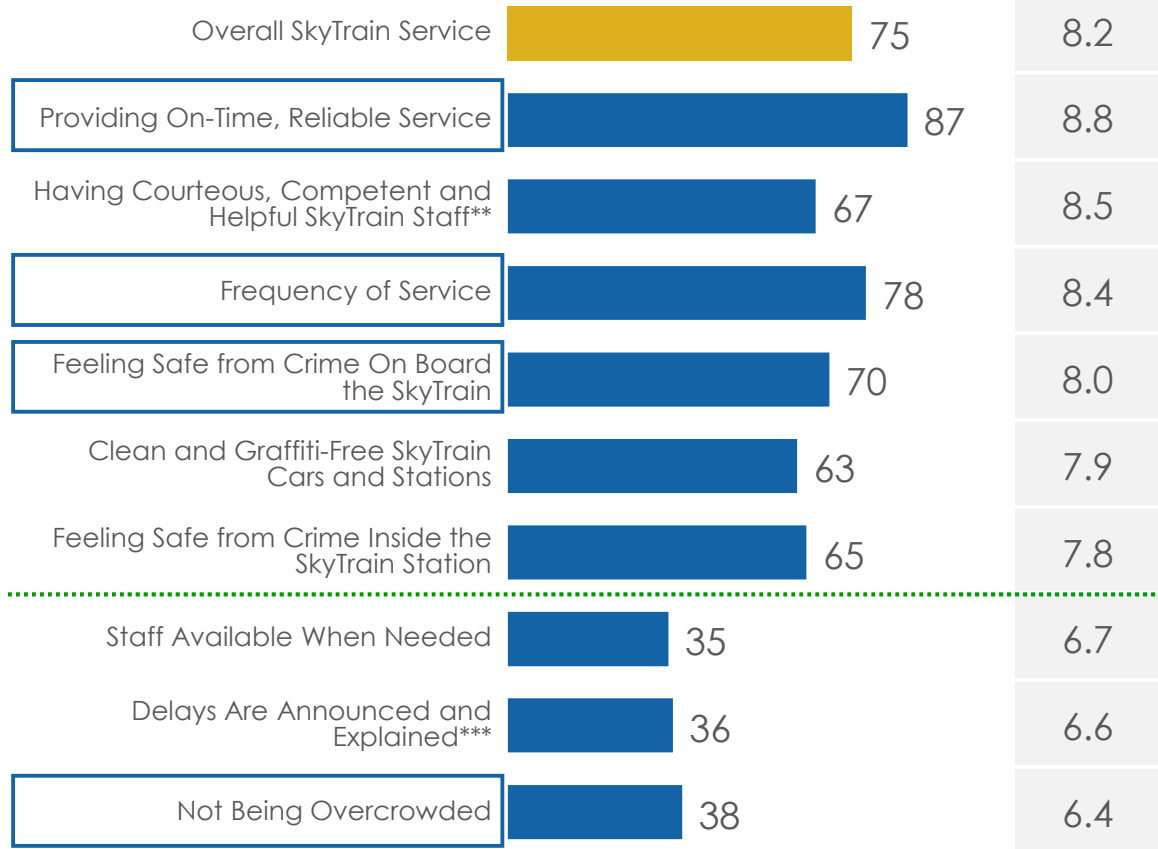
- The average score for not being overcrowded is 6.6 out of 10 this quarter, down from 7.0 last quarter and significantly lower than 7.0 in the same period last year. This quarter's score matches the low recorded in Q1 of this year. Just over four in ten riders (41%) give top ratings for not being overcrowded, a significant decline of 8 percentage points from last quarter and 11 percentage points from the same period last year.

Highlights – SkyTrain System

PERFORMANCE ON SKYTRAIN ATTRIBUTES

% Good to Excellent (8-10)

Avg Score



Q4 2024 Base = 476 (SkyTrain riders)

TOP KEY DRIVER

- The average score for overall SkyTrain service is 8.2 out of 10, consistent with the last two quarters but slightly lower than the same quarter last year (8.4). This metric has shown a gradual decline since 2022 and early 2023. This quarter, Canada Line average scores for overall service (8.5) are higher than BCRTC overall service scores (8.1).
- Top-performing SkyTrain attributes include on-time, reliable service (8.8), having courteous, competent, and helpful staff (8.5), and frequency of service (8.4), all exceeding the overall service score.
- However, three of ten SkyTrain attributes this quarter fall below the positive performance threshold of 7.0. These include staff availability (6.7), the appropriate announcement and explanation of delays (6.6, though on small sample size), and perceptions of overcrowding (6.4).

PERFORMANCE ON TOP KEY DRIVERS OF SKYTRAIN OVERALL SERVICE

On-Time, Reliable Service

- The on-time, reliable service score for SkyTrain improved to 8.8 this quarter, up from 8.6 in Q3 2024 but slightly below the Q4 2023 average of 8.9. This quarter, 87% of riders gave positive ratings for reliability, a significant increase from 80% in Q2 2024 and just below 88% in Q4 2023.

Not Being Overcrowded

- The average score for SkyTrain not being overcrowded dropped slightly to 6.4 this quarter, down from 6.5 in Q3 2024 and significantly lower than 7.0 in Q4 2023. Overcrowding remains a key concern for SkyTrain riders, particularly during busy morning and evening peak hours.

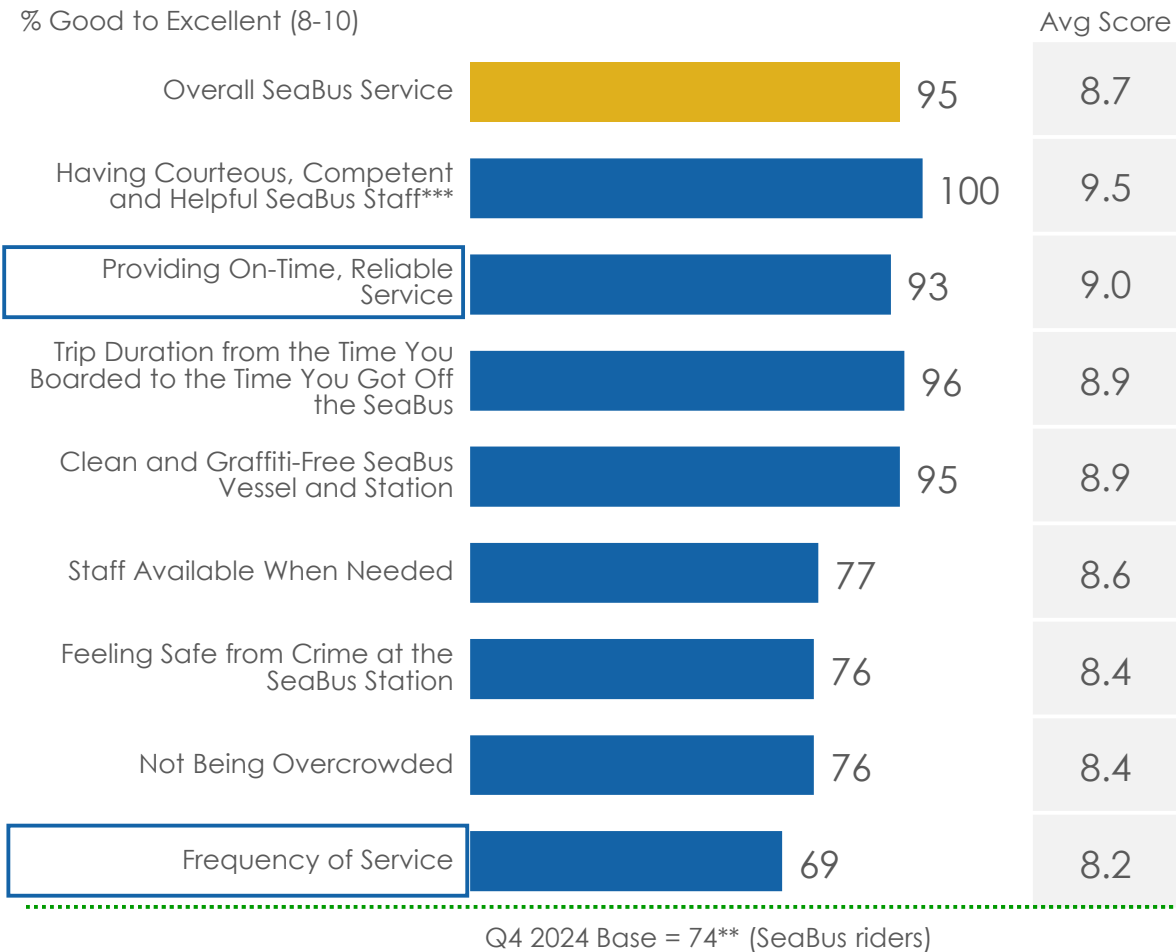
Feeling Safe from Crime

- Ratings of feeling safe from crime on board SkyTrain remain stable at 8.0 this quarter but is down from 8.3 in Q4 2023. Seven in ten riders (70%) gave good-to-excellent ratings for this attribute.
- Meanwhile, the average score for feelings of safety from crime at SkyTrain stations was 7.8 this quarter, with Canada Line (8.2) receiving significantly higher scores than BCRTC (7.7).

10 – © Ipsos
 * An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
 ** Caution: extremely small base size – directional only – only among SkyTrain riders who spoke with staff (n=34).
 *** Caution: small base size – only among those who experienced delays (n=70).

Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES



 TOP KEY DRIVER

- This quarter, the average overall SeaBus service score is 8.7 out of 10, down from 9.0 last quarter and 9.2 in Q4 2023. While slightly lower than the previous wave, this score is consistent with those observed earlier in the year.
- Nearly all SeaBus riders (95%) gave top ratings for overall SeaBus service, a decline of 3 percentage points from a high of 98% last quarter and 2 points from the same period last year.

PERFORMANCE ON TOP KEY DRIVERS OF SEABUS OVERALL SERVICE

On-Time, Reliable Service

- The score for on-time, reliable service this quarter is 9.0, down slightly from 9.2 last quarter and 9.5 in Q4 2023. While this score is generally stable over time, Q4 2023 remains an outlier with notably higher ratings.
- Just over nine in ten riders (93%) gave good-to-excellent ratings for on-time, reliable service, a decrease of 4 percentage points from last quarter and 5 points from the same quarter last year.

Frequency of Service

- Frequency of service received an average score of 8.2 this quarter, unchanged from last quarter but significantly below 8.9 in the same quarter last year.
- Good-to-excellent ratings for frequency of service this quarter (69%) were down 4 percentage points from last quarter and 17 points from the same period last year.

Highlights – Rider Profile

TRANSIT RIDERS



Transit riders this quarter generally reflect the broader adult population of Metro Vancouver, with some key differences:

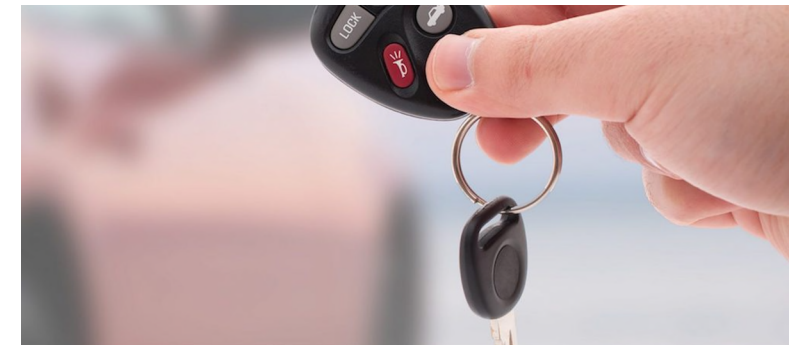
- **Age:** A higher proportion of riders are 25-34 years old (24% vs. 18%). Riders aged 45-54 and 55-64 are underrepresented (16% and 9% vs. 20% and 16%).
- **Employment:** Fewer transit riders are employed full-time (52% vs. 57%), while more are students (12% vs. 5%) or unemployed (5% vs. 3%).
- **Education:** A larger share of riders have a university degree (58% vs. 45%), while fewer have a high school diploma or less (15% vs. 21%) or vocational training (15% vs. 26%).

TRIP PURPOSE



- **Entertainment or Social:** 44% of riders used transit for entertainment or social reasons, a decrease from last quarter (-6 ppt) but consistent with the same period last year.
- **Work:** 47% of riders used transit for commuting to work, a decrease from both the previous quarter (-2 ppt) and Q4 2023 (-6 ppt). This measure typically remains stable over time.
- **Shopping:** 37% of riders used transit for shopping trips, a decrease from the previous quarter (-4 ppt) but a slight increase compared to the same period last year (+1 ppt).
- **Personal Business:** 23% of riders used transit for personal business, down from both last quarter (-5 ppt) and the same quarter last year (-1 ppt).
- **School:** 13% of riders used transit for school trips, up from both last quarter (+3 ppt) and the same quarter last year (+1 ppt).

CHOICE VS. CAPTIVE



- **Captive Riders:** 28% are Captive riders, defined as those who do not have regular access to a vehicle available for the transit trips which they make. This is slightly down from last quarter (-3 ppt) and more notably down from the same quarter last year (-4 ppt). Captive riders tend to have more average trips per week (7.8), are more likely to take the bus (89%), are aged 18 to 34 years (52%), and earn a household income of \$40,000 or less (26%).
- **Choice Riders:** 70% are Choice riders, meaning they have regular access to a vehicle. This proportion is up slightly from both last wave (+2 ppt) and from the same quarter last year (+4 ppt). Choice riders tend to give a higher overall service rating (7.8), are aged 35 to 54 years (37%), work full time (57%), and earn a household income of \$80,000 or more.

Detailed Findings

This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes covered in this report.

The scores are typically compared with last quarter as well as the same quarter last year. In this report, terms such as “positive” or “top scores” denote the proportion of respondents who provided “Good-to-Excellent” ratings, unless otherwise specified.

For the transit system overall and for each mode, results are presented for the following:

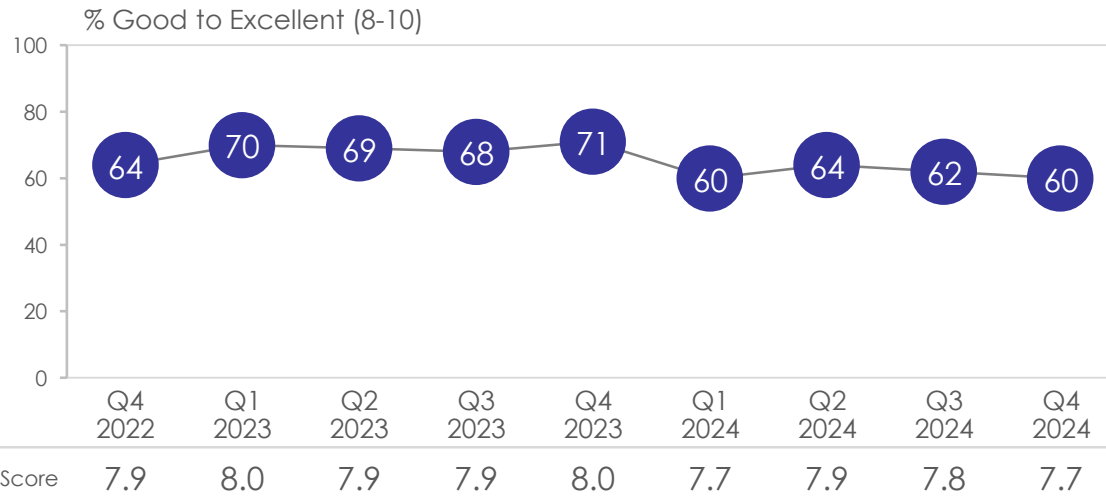
- Perceptions of Overall Service
- Perceptions of Specific Attributes



Overall System Performance | OVERALL SERVICE

OVERALL SERVICE

Q6. How would you rate the overall service provided by the transit system in the Greater Vancouver Region?

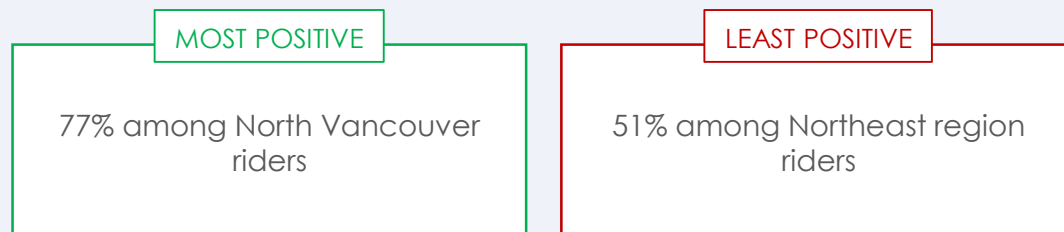


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-2	-11 ↓

Q4 2024 Base = 750

- The average score for overall service provided by the transit system this quarter is 7.7 out of 10, continuing a slight downward trend over the last three quarters. This quarter's score is down from 7.8 in Q3 and significantly lower than the same quarter last year (8.0). More broadly, scores for overall service have declined each year since 2021.
- Six in ten transit riders (60%) award good-to-excellent scores for overall service, a decrease of two percentage points from last quarter and an 11-point drop from the same period last year. As with average scores, the range of good-to-excellent scores recorded in 2024 is lower than the figures seen in 2023.
- Choice riders (those with regular access to a vehicle) report significantly higher overall service scores than Captive riders (those without regular vehicle access), with averages of 7.8 and 7.3, respectively.
- Low-frequency riders (those taking three or fewer trips per week) and medium-frequency riders (those taking four to nine trips per week) report higher overall scores – at 7.9 and 7.7 respectively – compared to high-frequency riders (those taking ten or more trips per week), at 7.1.
- Riders aged 65 and older tend to give the highest average scores for overall service (8.1), while younger riders give significantly lower scores, especially those under 25 (7.2).

Q4 2024 Regional Differences*:

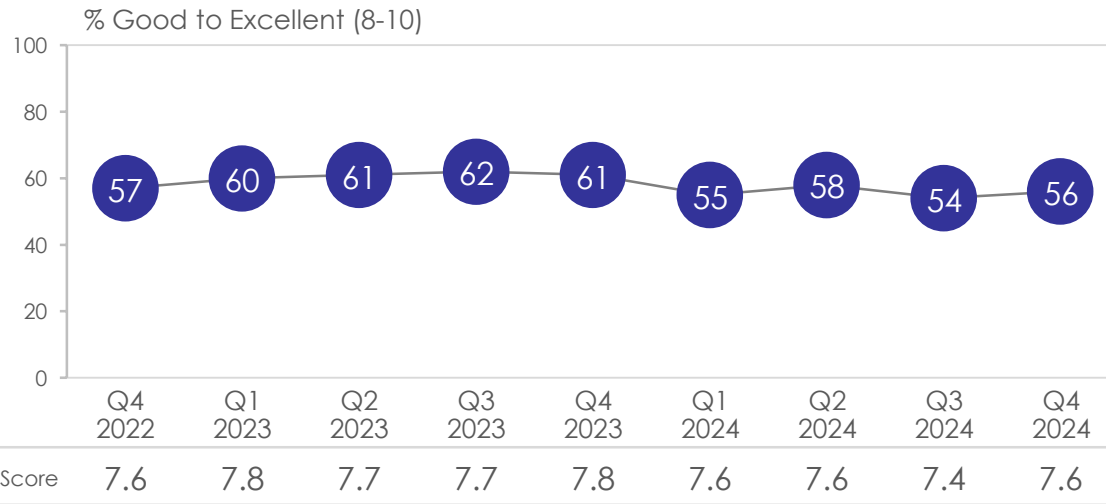


*Among differences that are statistically significant

Overall System Performance | VALUE FOR MONEY

VALUE FOR MONEY

Q6.1 Still thinking about the service provided by the transit system in the Metro Vancouver Region, how would you rate it in terms of providing value for money?

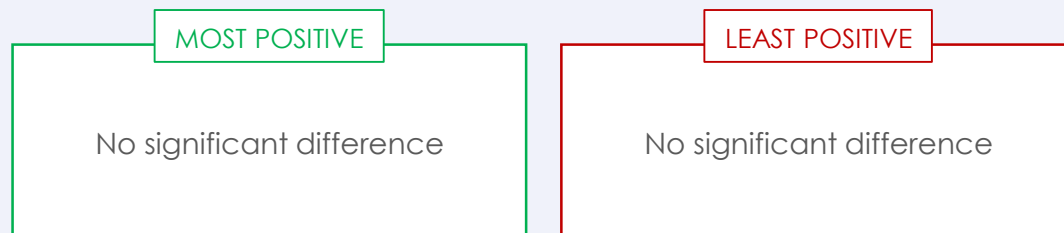


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+2	-5

Q4 2024 Base = 750

- This quarter, the average rating for the value for money provided by the transit system in Metro Vancouver has moved up to 7.6 from 7.4 last quarter. This matches the averages seen in Q1 and Q2 of 2024.
- More than one-half of riders (56%) provide top ratings for value for money, up two points from last quarter (54%) but down five points from the same quarter a year ago (61%).
- Low-frequency riders (7.8) and medium-frequency riders (7.7) give significantly higher average value for money scores than high-frequency riders (7.1).
- Choice riders (7.7) also give significantly higher average value for money scores than Captive riders (7.3).
- As seen in past quarters, riders aged 65 and over (8.3) give significantly higher average value for money ratings compared with younger riders aged 18-24 (7.6), 25-44 (7.4), or 45-64 (7.5).
- Riders travelling during the weekday midday period (7.7) also provide higher scores on average than those travelling during the morning peak period on weekdays (7.3).

Q4 2024 Regional Differences*:

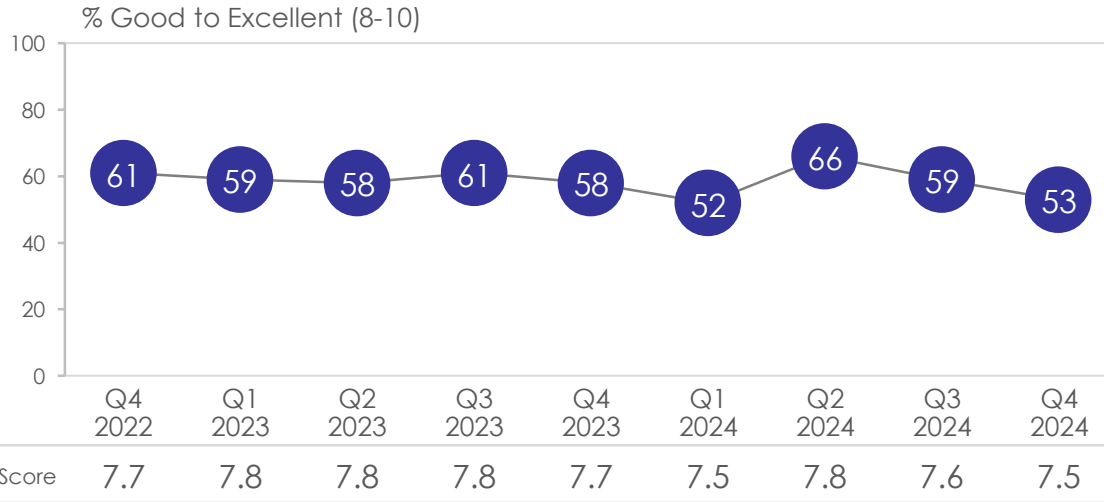


*Among differences that are statistically significant

Overall System Performance | CONVENIENT HOURS

CONVENIENT HOURS

Q23C. Thinking of the regional transit system in Greater Vancouver, how would you rate it for having service that runs during convenient hours?

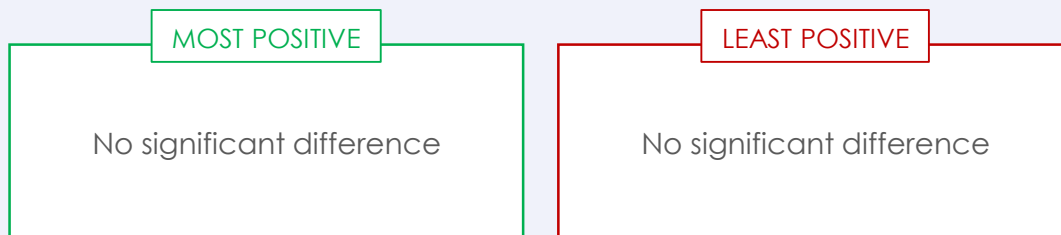


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-6	-5

Q4 2024 Base = 750

- The average rating for the transit service in Metro Vancouver operating during convenient hours – normally a more stable measure – has shown more volatility than usual over the past four quarters.
- This quarter, the average rating for convenient hours of operation has dropped to 7.5, slightly down from 7.6 last quarter and matching the low of 7.5 noted in Q1 of this year.
- More than one-half (53%) of riders provide good-to-excellent ratings for convenient hours, a decline from 59% last quarter and from the high of 66% in Q2 of this year.
- Notably, riders aged 65 and older (8.0) give significantly higher scores for convenient hours of operation than those aged 25-44 (7.5) and 45-64 (7.3).
- Riders travelling during the weekday midday period (7.6) also provide higher scores on average than those travelling during the late evening on weekdays (7.2), who are more likely to be impacted by limited service late at night.

Q4 2024 Regional Differences*:

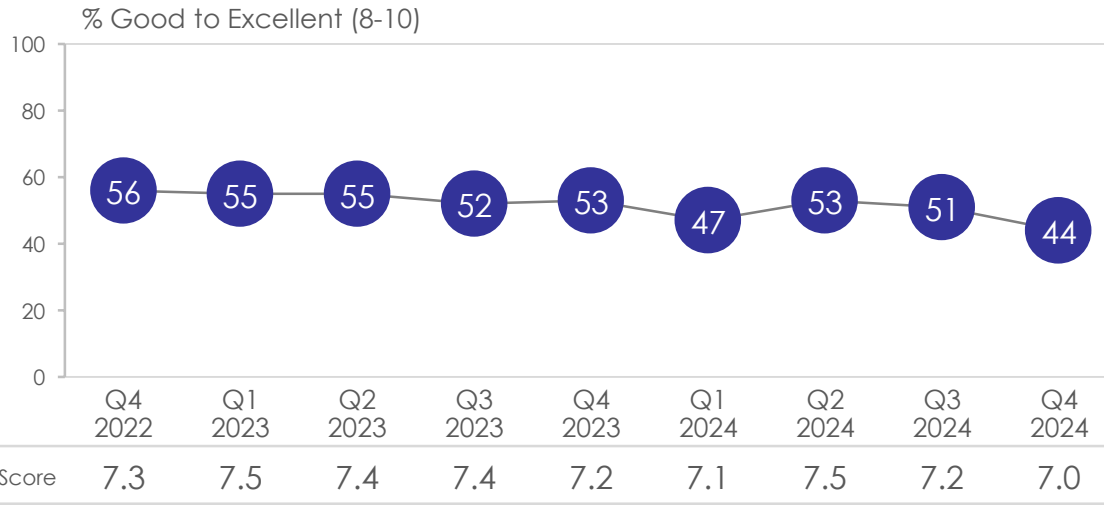


*Among differences that are statistically significant

Overall System Performance | GOOD CONNECTIONS

GOOD CONNECTIONS

Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?
 Q23AB. How would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time?

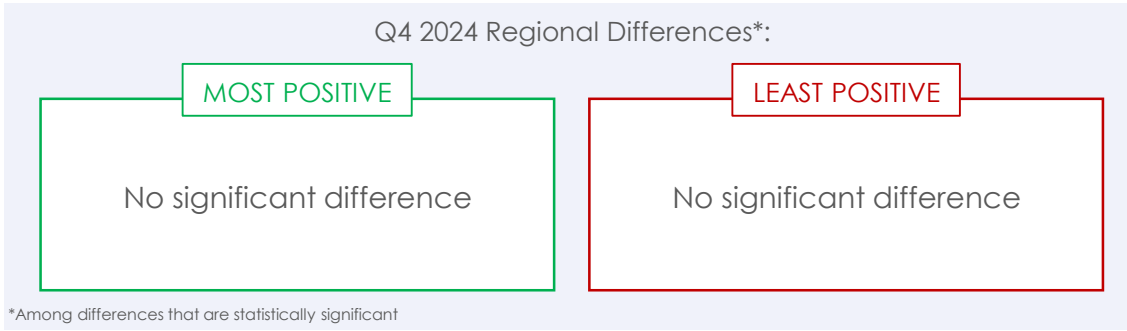


Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-7	-9

Q4 2024 Base = 303 (more than one bus/transit mode)

- More than four in ten transit users (43%) report taking more than one bus or transit mode on their most frequent trip, a slight increase from last wave (41%). This usage level is consistent with the ongoing trend in proportions of transit users making a connection over the past few years.
- The average score for the transit system having good connections between transit buses or modes this quarter is 7.0 out of 10, down from 7.2 last quarter and marking the lowest score in the past two years. Only 44% of riders who made a connection provided top ratings for good connections, a decline from 51% last quarter and from 53% a year ago.
- Medium-frequency riders (7.4) provide significantly higher average scores for connections compared to high-frequency riders (6.5). Similarly, riders aged 65 and older give an average score of 7.7, significantly higher than those aged 25-44 (6.8) or 45-64 (6.7).
- Riders travelling during the weekday midday period (7.6) also provide higher scores for the quality of connections than those travelling during the weekday evening peak (7.2).



Proportion of transit users who took more than one bus/transit mode:

Q4'23	Q3'24	Q4'24
40%	41%	43%

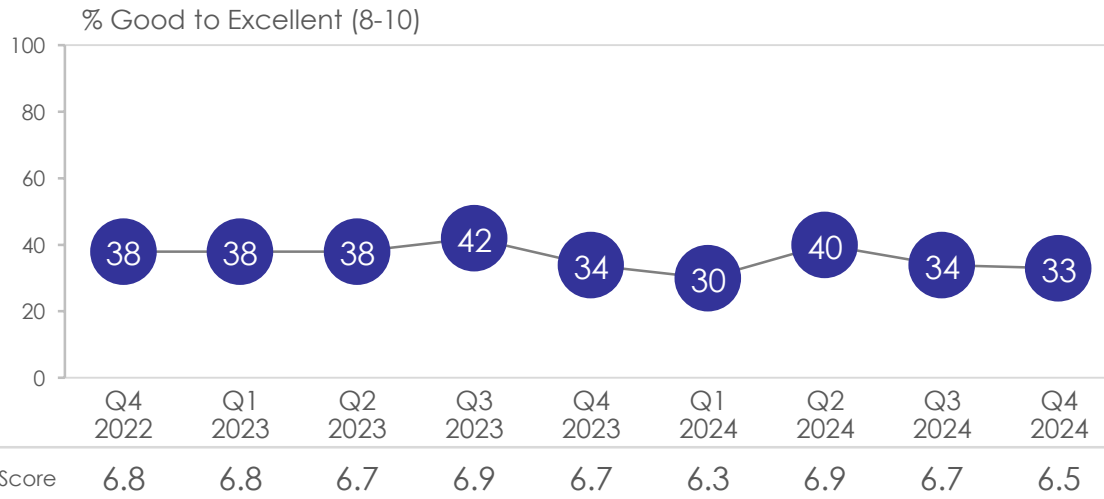
Q4 2024 Base = 750



Overall System Performance | ENOUGH BUS SHELTERS AT BUS STOPS

ENOUGH BUS SHELTERS AT BUS STOPS

Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

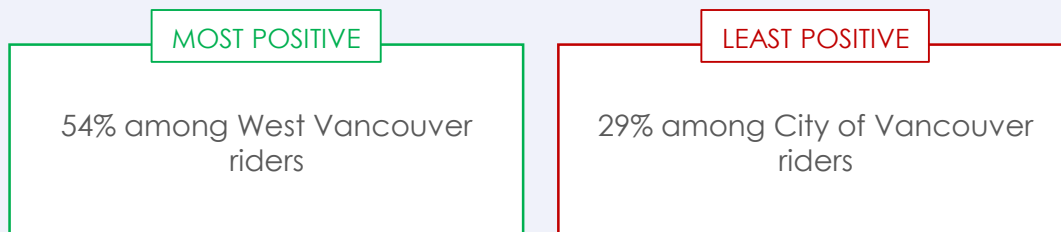


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-1	-1

Q4 2024 Base = 750

- Generally, the adequacy of bus shelters across the region is one of the lowest-rated elements of transit service.
- This quarter, the average score for the transit system having enough bus shelters is 6.5 out of 10, marking a decline from last quarter (6.7) as well as a significant drop from Q2 of this year (6.9). This quarter's score is also lower than the same quarter a year ago (6.7) and is among the lowest scores seen in the past eight quarters.
- Currently, one-third (33%) of transit riders provide top scores for the availability of bus shelters, a figure that remains stable compared to last quarter (34%) and the same time last year (34%).
- Riders aged 65 and older give higher average scores for the availability of bus shelters (7.0) compared to younger riders aged 25-44 (6.4) or 45-64 (6.2).

Q4 2024 Regional Differences*:



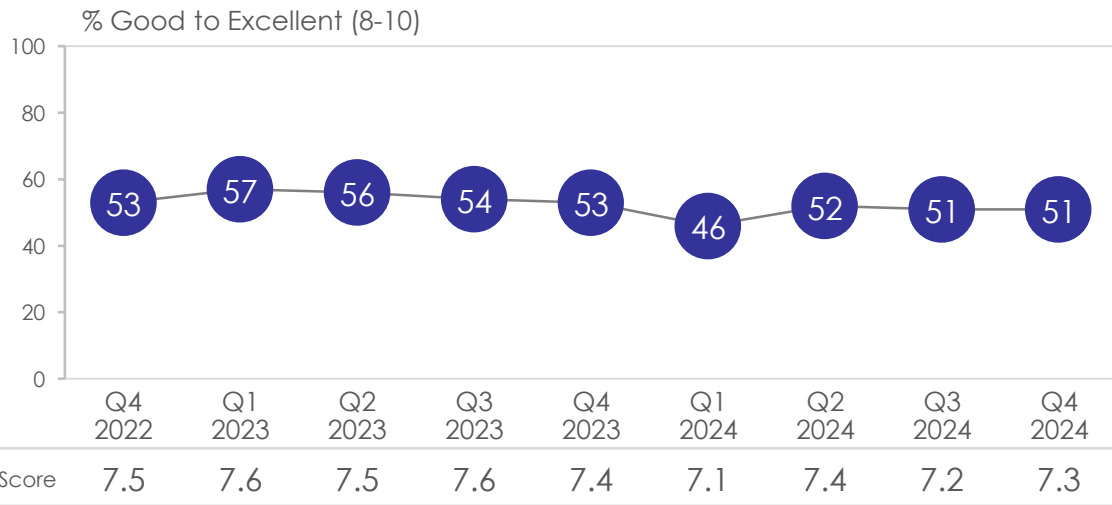
*Among differences that are statistically significant

Overall System Performance

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

Q23A. Thinking of the transit system in Greater Vancouver, how would you rate it for providing adequate transit information at stops and stations?

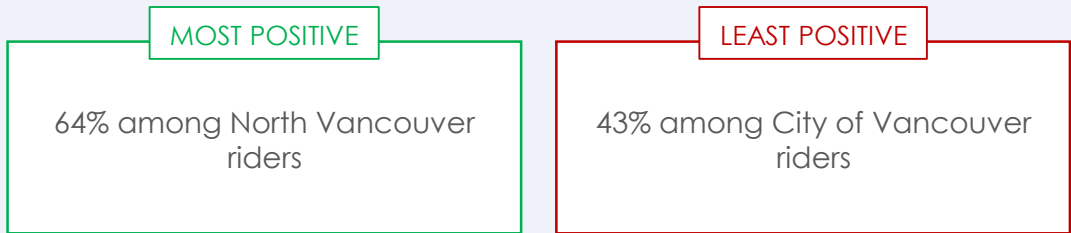


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
--	-2

Q4 2024 Base = 750

- The adequacy of transit information at stops and stations in 2024 continues to perform below the levels seen in 2023.
- The average score for the adequacy of information at stops and stations is 7.3 out of 10, showing a slight improvement from last quarter's 7.2 but down slightly from 7.4 in the same quarter last year.
- Just over one-half of transit users (51%) gave good-to-excellent ratings this quarter, consistent with last quarter's 51% and slightly below 52% seen in the previous quarter.
- Both the average score and good-to-excellent ratings remain relatively low compared to the long-term trend, though scores have recovered somewhat from a significant dip recorded in Q1 this year.

Q4 2024 Regional Differences*:



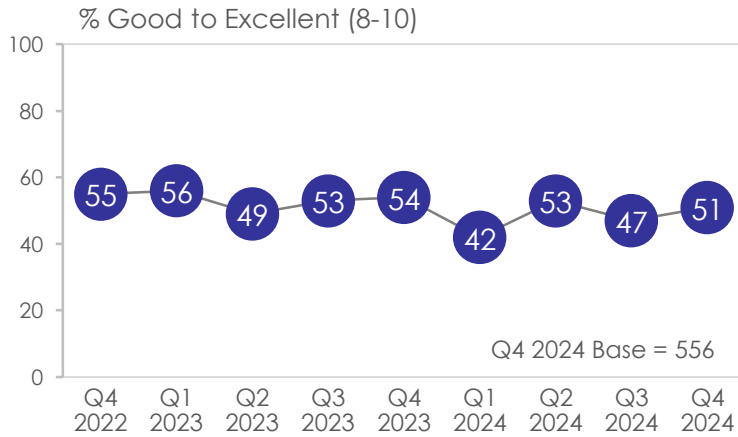
*Among differences that are statistically significant

Overall System Performance

ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

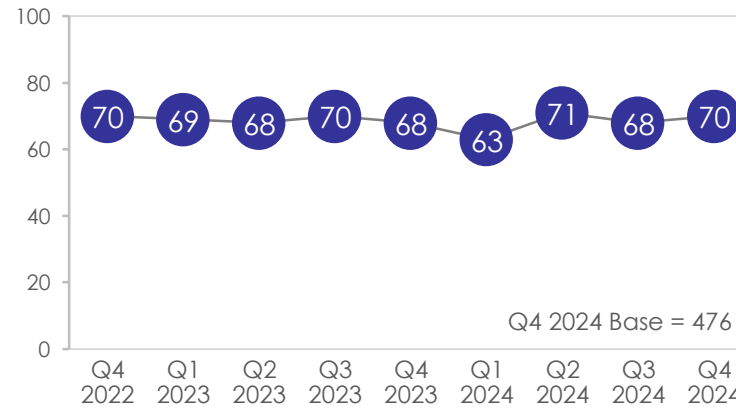
BUS

Q23B2a./Q23B3a./Q23B4a. How would you rate the transit system for providing adequate information on board transit vehicles [asked by transit mode]?



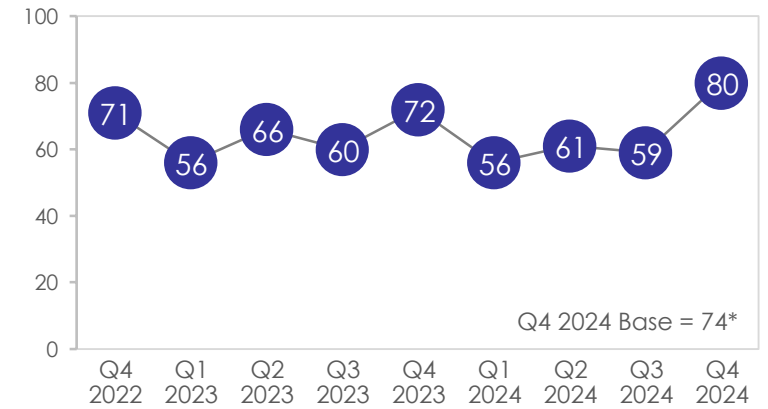
Avg Score 7.5 7.6 7.3 7.5 7.5 7.1 7.5 7.3 7.2

SKYTRAIN



8.1 8.1 8.1 8.1 8.0 7.9 8.1 8.0 8.1

SEABUS



8.3 7.8 8.0 8.1 8.3 7.7 7.9 8.1 8.4

- Average scores for the adequacy of information on board transit vehicles were highest for SeaBus (8.4), followed fairly closely by SkyTrain (8.1) and more distantly by Bus (7.2). Ratings for information on SeaBus saw an improvement from last quarter (8.1), while ratings for information on SkyTrain nudged up slightly, and ratings for information on Bus continued a downward trend over the past few waves.
- Good-to-excellent ratings of the adequacy of transit information on board follow a similar pattern, with SeaBus at 80%, SkyTrain at 70%, and Bus at 51%.
- Ratings of information on SkyTrain showed a slight increase this quarter (+2 ppt) but has remained generally stable over time. Ratings of Bus information on board saw a modest gain (+4 ppt) but tends to fluctuate more from quarter to quarter. SeaBus, albeit on a small sample size that is more susceptible to fluctuation, experienced a strong increase (+21 ppt) in good-to-excellent ratings of on-board information, marking its highest score in many quarters.

	Good-to-Excellent ratings compared to:	
	LAST QUARTER	SAME QUARTER LAST YEAR
Bus	+4	-3
SkyTrain	+2	+2
SeaBus	+21	+8

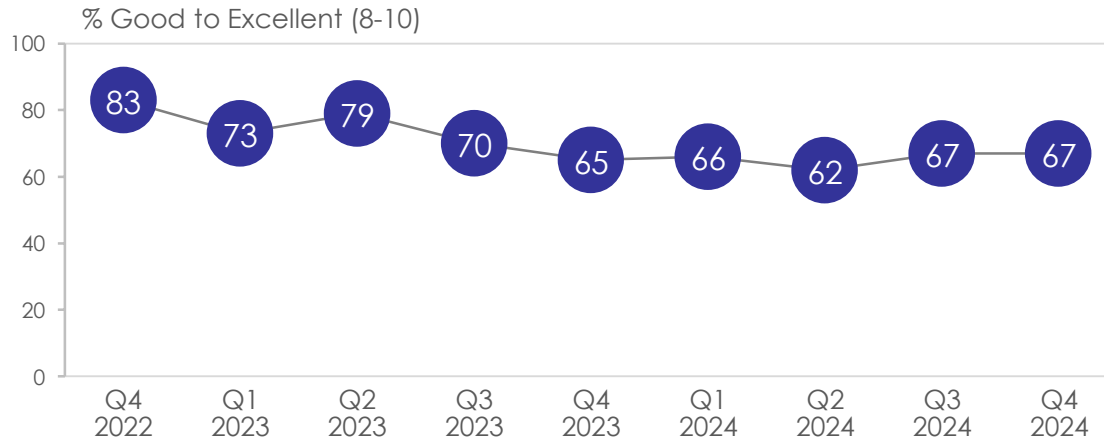
Overall System Performance

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

Q23E. Have you called TransLink's telephone information line in the past 3 months?

Q23E.1 On a scale from one to ten, how would you rate it for ease of getting the information you wanted when you called the telephone information line?



Avg Score	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
	8.5	8.3	8.3	7.6	7.8	7.6	7.5	7.8	7.9

Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
--	+2

Q4 2024 Base = 73* (called Telephone Information Line)

Proportion of riders who called TransLink's Telephone Information Line:		
Q4'23	Q3'24	Q4'24
12%	12%	8% ↓

Q4 2024 Base = 750

- Usage and ratings for TransLink's Telephone Information Line among riders have both shown a gradual decline over time.
- This quarter, only 8% of riders used TransLink's Telephone Information Line, significantly down from 12% last quarter and also down from 12% in Q4 of last year.
- Among those who did use the Telephone Information Line, the average rating for ease of getting information was 7.9, fairly consistent with last quarter (7.8) and the same quarter last year (7.8).
- Two-thirds (67%) of those who used the Telephone Information Line gave good-to-excellent ratings of the ease of finding the information they wanted via telephone.
- More than one-half (54%) of the riders who called the Telephone Information Line spoke directly with an agent. Meanwhile, 19% heard entirely automated content while another 26% both spoke with an agent and heard automated content.
- Those riders who spoke with a clerk (whether or not they also heard automated content) reported better ease of obtaining information via telephone than those who only heard automated content, albeit on extremely small sample sizes.

Average Score

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 51*	Base = 11***	Base = 9***
7.9	7.5	8.6

* Caution: small base size.

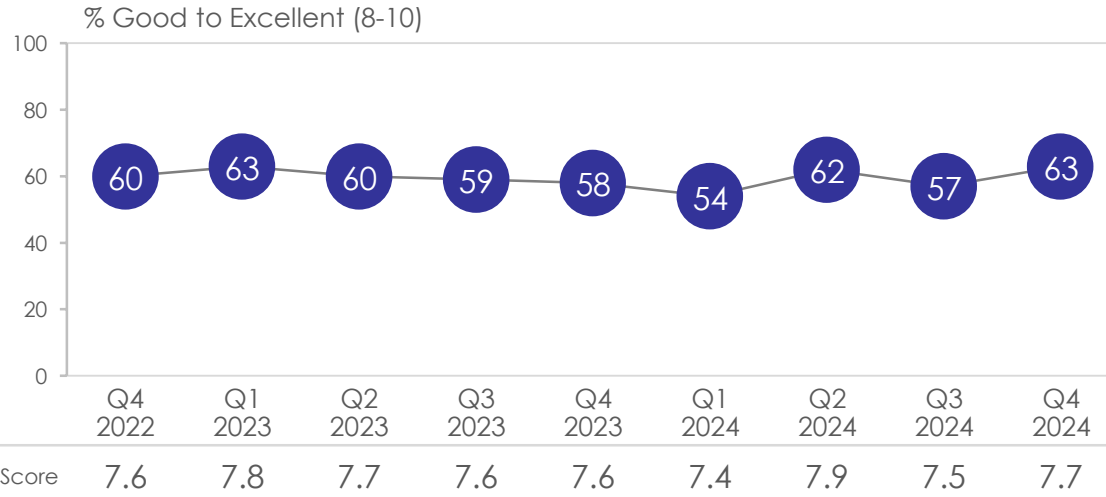
*** Caution: extremely small base size – directional only.

Overall System Performance | EASE OF FINDING INFORMATION ON WEBSITE

EASE OF FINDING INFORMATION ON WEBSITE

Q23F. Have you used TransLink's website in the past 3 months?

Q23F.1 On a scale from one to ten, how would you rate TransLink's website for being easy to find the information you wanted?

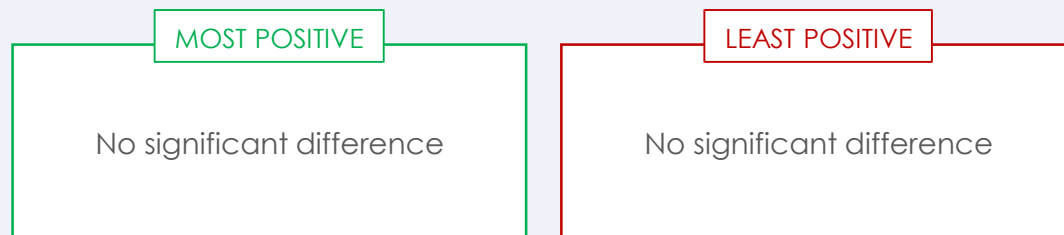


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+6	+5

Q4 2024 Base = 352 (used TransLink website)

- Almost one-half (48%) of riders reported using the TransLink website in the past three months. Over time, this proportion has remained quite stable, hovering around one-half of riders each quarter.
- Website users rated the ease of finding information at 7.7 out of 10, improving from 7.5 last quarter and aligning more closely with this quarter last year (7.6). This quarter's score also reflects a potential return to the more stable trend seen in 2022 and 2023 after some increased volatility in 2024.
- More than six in ten website users (63%) gave good-to-excellent ratings for ease of finding information on the site, a notable but not statistically significant increase from 57% last quarter and 58% this time last year.
- Medium-frequency riders (8.2) rated the experience of finding information on the website significantly easier than low-frequency riders (7.4).
- Riders aged 25-44 (8.2) also gave significantly higher ratings of the ease of finding information on the TransLink website than older riders aged 45 or older (7.2).

Q4 2024 Regional Differences*:



*Among differences that are statistically significant

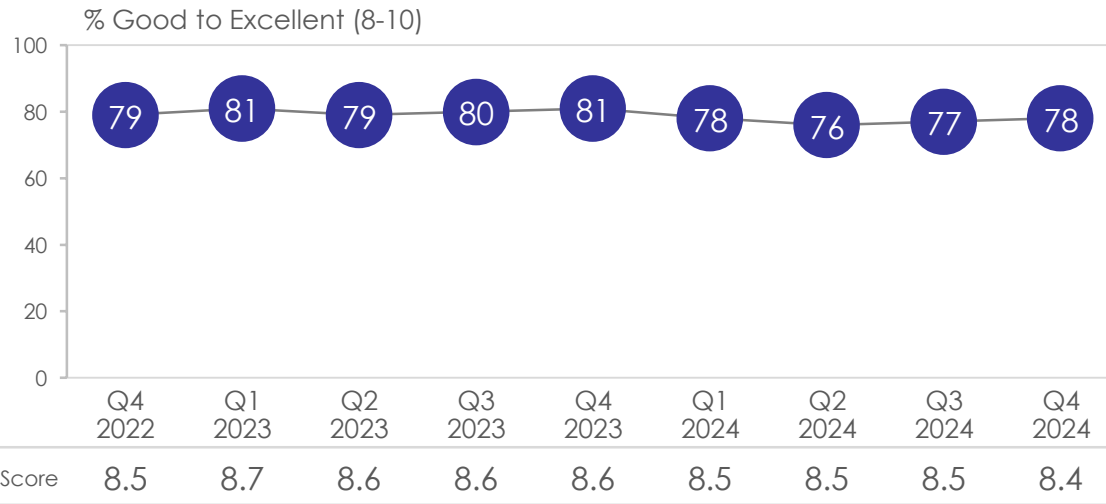
Proportion of riders who used TransLink's website:		
Q4'23	Q3'24	Q4'24
48%	50%	48%

Q4 2024 Base = 750

Overall System Performance | COMPASS CARD AND FAREGATE SYSTEM

COMPASS CARD AND FAREGATE SYSTEM

Q40. How would you rate your overall experience with the Compass Card and Faregate System?

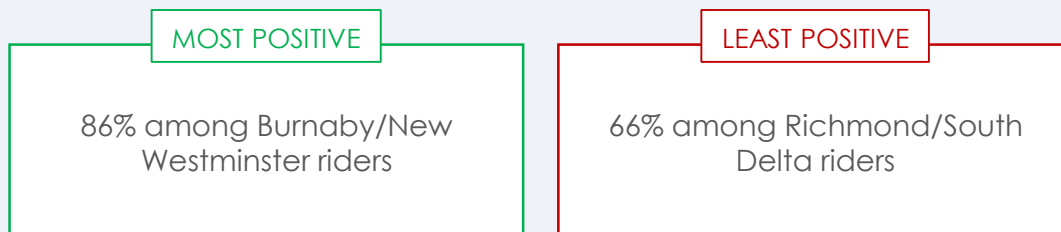


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+1	-3

Q4 2024 Base = 750

- The Compass Card and faregate system continue to perform well overall, maintaining high ratings over time.
- This quarter, the average score for overall experience with the Compass Card and faregate system is 8.4 out of 10, largely consistent with recent quarters but slightly down from 8.6 in the same quarter last year.
- Nearly eight in ten riders (78%) gave good-to-excellent ratings of the Compass Card and faregate system, stable compared to last quarter (77%) but slightly weaker than the same period last year (81%).
- Riders travelling during weekday midday (8.5) and afternoon peak (8.5) periods rated their experience higher than those travelling during the weekday morning peak (8.1).
- Older riders aged 65+ (9.1) also rated the Compass Card and faregate system significantly higher on average compared to younger riders.

Q4 2024 Regional Differences*:



*Among differences that are statistically significant

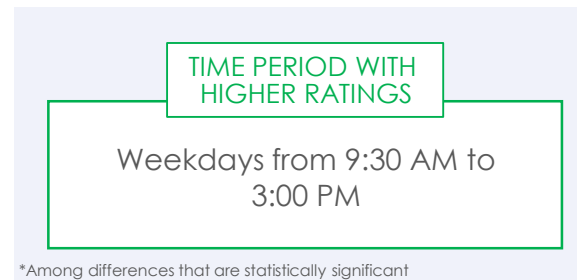
Bus Service Quality Measures | BUS SERVICE OVERALL

BUS SERVICE OVERALL

Q17/19/21. Thinking about the trip you made on the bus, how would you rate it for service overall?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR
16	TOTAL BUS (n=667)	7.6	60	63	68	68	69	62	57	67	60	60	--	-2
15	CMBC (n=590)	7.6	60	62	68	68	68	61	56	67	59	60	+1	-1
9	BTC (n=156)	8.0	65	73	70	70	70	65	48	71	61	65	+4	--
12	STC (n=44)**	7.8	69	54	74	74	72	48	55	78	53	69	+16	+21 ↑
28	WVT (n=75)*	7.8	67	83	77	77	81	73	76	80	85	67	-18 ↓	-6
19	PCT (n=54)*	7.7	63	73	65	65	75	71	51	76	82	63	-19 ↓	-8
17	RTC (n=97)*	7.5	54	64	74	74	75	69	75	75	67	54	-13	-15 ↓
16	VTC (n=166)	7.4	55	58	62	62	66	58	53	54	51	55	+4	-3
21	HTC (n=75)*	7.1	58	61	64	64	52	58	58	67	62	58	-4	--

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.



- The average score for overall bus service declined slightly to 7.6 this quarter, down from 7.7 last quarter and 7.8 in the same quarter last year. This quarter's score is one of the lowest observed for overall bus service over the past two years.
- Six in ten riders (60%) gave good-to-excellent ratings of overall bus service, consistent with last quarter but lower than the 62% recorded in Q4 2023. The scores from 2024 – which includes a low score of 57% in Q1 – reflect a downward shift from the longer-term trend.
- Of the seven depots measured, only three showed improvement this quarter compared to Q3 2024. The other four experienced declines, including significant drops at WVT (-18 ppt) and PCT (-19 ppt), though based on a small sample size.
- RTC also saw a significant decline from the same quarter last year (-15 ppt), while STC recorded a significant increase (+21 ppt).
- This quarter, BTC achieved the highest average score (8.0) among all depots, significantly outperforming VTC (7.4) and HTC (7.1).

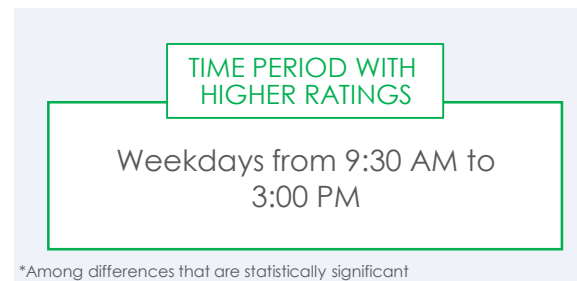
Bus Service Quality Measures | ON-TIME, RELIABLE SERVICE

ON-TIME, RELIABLE SERVICE

Q18.9/20.9/22.9. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of providing on-time, reliable service?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR
19	TOTAL BUS (n=667)	7.2	51	59	59	63	59	57	51	57	56	51	-5	-6 ↓
19	CMBC (n=590)	7.2	51	58	59	63	58	57	49	57	56	51	-5	-6 ↓
9	BTC (n=156)	7.8	64	71	70	71	68	57	47	49	59	64	+5	+7
9	PCT (n=54)*	7.7	62	73	59	59	58	58	40	68	89	62	-27 ↓	+4
10	STC (n=44)**	7.5	48	62	57	61	57	61	58	59	51	48	-3	-13
21	VTC (n=166)	7.1	47	53	47	55	56	56	44	49	48	47	-1	-9
28	HTC (n=75)*	6.9	46	45	46	62	39	50	55	59	48	46	-2	-4
32	WVT (n=75)*	6.8	58	72	81	67	62	73	77	68	64	58	-6	-15
30	RTC (n=97)*	6.5	45	53	73	67	69	59	55	74	64	45	-19 ↓	-14 ↓

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.



- This quarter, the average rating for on-time reliable service dropped to 7.2, down from 7.3 last quarter and significantly lower than 7.5 in Q4 last year. This marks a notable decline from the previously consistent long-term trend.
- Just over one-half (51%) of transit users gave good-to-excellent ratings for on-time reliability, down from 56% last quarter and 57% a year ago.
- This quarter, BTC (7.8) significantly outperformed HTC (6.9), WVT (6.8), and RTC (6.5) when it comes to ratings of on-time, reliable service.
- PCT (7.7) was also significantly higher than RTC this quarter, despite a significant drop in good-to-excellent scores for riders affiliated with PCT this quarter. PCT scores for on-time service dropped to 62%, falling by 27 points since Q3 2024 after a notable improvement between Q2 and Q3 2024.
- RTC good-to-excellent ratings for on-time performance (45%) also declined significantly, representing a 19-point drop from last quarter and a 14-point decrease compared to Q4 2023.

Bus Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

Q18.15/20.15/22.15. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of frequency of service?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR
24	TOTAL BUS (n=667)	7.0	47	51	51	54	49	49	45	52	50	47	-3	-2
24	CMBC (n=590)	7.0	47	50	52	55	49	48	44	52	50	47	-3	-1
17	BTC (n=156)	7.6	53	60	60	61	59	58	57	56	60	53	-7	-5
12	PCT (n=54)*	7.3	48	49	44	42	36	37	39	59	63	48	-15	+11
25	HTC (n=75)*	7.0	47	46	39	51	42	43	44	47	53	47	-6	+4
26	STC (n=44)**	6.9	46	55	56	66	54	36	51	70	39	46	+7	+10
28	VTC (n=166)	6.8	48	45	43	50	45	49	38	48	37	48	+11 ↑	-1
24	WVT (n=75)*	6.7	45	61	46	36	45	55	63	65	52	45	-7	-10
33	RTC (n=97)*	6.3	37	45	60	54	51	52	37	39	59	37	-22 ↓	-15 ↓

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS
Weekdays from 9:30 AM to 3:00 PM

*Among differences that are statistically significant

- This quarter, the average score for frequency of bus service dropped to 7.0 out of 10, continuing a downward trend from 7.2 last quarter and 7.4 the quarter before. The current score is roughly consistent with the same quarter last year (7.1).
- Just under one-half (47%) of bus riders rated frequency of service as good-to-excellent, also reflecting a decline from last quarter (50%) and the quarter before (52%), as well as a smaller decline compared to the same quarter last year (49%).
- At the depot level, BTC (7.6) scored significantly higher than VTC (6.8) and RTC (6.3) in terms of bus service frequency.
- VTC saw a significant improvement this quarter compared to last quarter, with good-to-excellent ratings rising to 48% (+11 ppt). On the other hand, ratings among RTC riders dropped sharply, down 22 points from last quarter and 15 points from the same quarter last year.

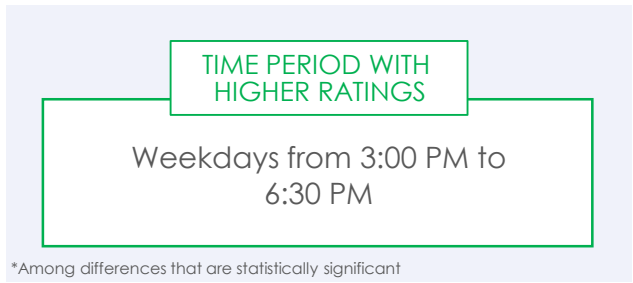
Bus Service Quality Measures | COURTEOUS BUS OPERATOR

COURTEOUS BUS OPERATOR

Q18.1/20.1/22.1. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of having a courteous bus operator?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:																		
				LAST QUARTER										SAME QUARTER LAST YEAR								
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024										
8	TOTAL BUS (n=667)	8.5	76	74	81	79	77	76	68	74	73	76	+3	--								
8	CMBC (n=590)	8.5	76	74	81	79	78	76	67	73	73	76	+3	--								
5	PCT (n=54)*	8.8	82	81	84	73	79	73	76	71	96	82	-14 ↓	+9								
4	BTC (n=156)	8.6	75	77	82	82	76	74	65	78	71	75	+4	+1								
5	STC (n=44)**	8.5	82	56	71	82	71	74	61	72	64	82	+18 ↑	+8								
10	VTC (n=166)	8.5	77	73	82	80	85	82	64	67	76	77	+1	-5								
1	WVT (n=75)*	8.4	67	64	90	87	72	83	93	86	78	67	-11	-16 ↓								
9	RTC (n=97)*	8.3	77	89	83	74	81	75	71	83	71	77	+6	+2								
12	HTC (n=75)*	8.3	69	75	77	81	67	74	72	74	71	69	-2	-5								

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.



- Ratings related to the performance of bus operators tend to score highly compared to other components of bus service. This quarter, riders continue to rate bus operator courtesy highly, with an average score of 8.5 out of 10, fairly consistent with last quarter (8.4) and identical to the score from the same period last year.
- Just over three-quarters of riders (76%) give good-to-excellent ratings for having a courteous bus operator, a small improvement from last quarter (73%) and on par with the same quarter last year (76%).
- By depot, STC (82%) experienced a significant increase of 18 points from last quarter. On the other hand, PCT saw a significant decline, dropping 14 points to 82% after a large jump between Q3 and Q3 of this year. WVT (67%) saw a significant decrease of 16 points compared to the same period last year.

Bus Service Quality Measures | TRIP DURATION

TRIP DURATION

Q18.14/20.14/22.14. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of trip duration from the time you boarded to the time you got off the bus?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
10	TOTAL BUS (n=667)	8.2	73	73	79	78	79	75	68	79	69	73	+4	-2	
10	CMBC (n=590)	8.2	72	72	79	77	79	75	67	79	68	72	+4	-3	
2	WVT (n=75)*	8.8	86	80	85	94	81	76	78	82	80	86	+6	+10	
4	PCT (n=54)*	8.5	81	87	75	74	87	75	66	84	88	81	-7	+6	
10	HTC (n=75)*	8.4	75	63	79	75	76	66	74	77	72	75	+3	+9	
7	BTC (n=156)	8.2	71	77	80	87	84	82	66	79	69	71	+2	-11 ↓	
6	STC (n=44)**	8.2	68	75	73	74	77	70	62	76	53	68	+15	-2	
13	VTC (n=166)	8.0	72	73	80	76	72	72	65	77	65	72	+7	--	
16	RTC (n=97)*	8.0	70	64	76	73	82	80	72	83	73	70	-3	-10	

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30 AM to 3:00 PM

*Among differences that are statistically significant

- The average score for perceptions of bus trip duration is 8.2 this quarter, up slightly from last quarter (8.1). This quarter's score is down from the same quarter last year (8.4), and year-over-year scores also show a gradual decline over the past few years.
- Nearly three-quarters (73%) of bus users provide good-to-excellent scores for trip duration, up from last quarter (+4 ppt), but down from same quarter last year (-2 ppt). As with average scores, the good-to-excellent scores are gradually trending down over time.
- This quarter, scores for BTC (71%) are down significantly from the same quarter last year (-11 ppt).

Bus Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

Q18.4/20.4/22.4. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of not being overcrowded?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR
29	TOTAL BUS (n=667)	6.6	41	46	51	52	53	52	41	49	49	41	-8 ↓	-11 ↓
29	CMBC (n=590)	6.6	41	46	50	51	53	51	40	50	49	41	-8 ↓	-10 ↓
18	WVT (n=75)*	7.3	53	56	53	67	53	68	66	45	79	53	-26 ↓	-15
21	PCT (n=54)**	7.0	54	56	57	59	72	59	58	65	82	54	-28 ↓	-5
25	VTC (n=166)	7.0	51	43	40	46	52	58	39	48	39	51	+12 ↑	-7
28	RTC (n=97)*	6.5	39	52	67	57	62	62	46	52	52	39	-13	-23 ↓
18	STC (n=44)**	6.5	30	28	62	52	46	30	28	51	46	30	-16	--
34	BTC (n=156)	6.4	36	56	53	50	53	46	37	43	50	36	-14 ↓	-10
42	HTC (n=75)*	6.1	34	42	43	49	45	44	46	51	53	34	-19 ↓	-10

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is significantly higher than any other

*Among differences that are statistically significant

- Not being overcrowded is the lowest-performing bus service attribute. This attribute is typically near the threshold of acceptable performance (i.e., at least 7.0 out of 10).
- Riders gave an average score of 6.6 out of 10 to perceptions of buses not being overcrowded this quarter. This is below the performance threshold and also represents a significant decrease from Q4 last year (7.0) as well as a decrease from last quarter (also 7.0).
- Just over four in ten riders (41%) provide top ratings for not being overcrowded, which is significantly down from both last quarter (-8 ppt) and from the same period last year (-11 ppt).
- Good-to-excellent scores for VTC (51%) increased significantly from last quarter (+12 ppt). Meanwhile, several depots are significantly down compared to last quarter, including PCT (-28 ppt), WVT (-26 ppt), HTC (-19 ppt), and BTC (-14 ppt).
- Good-to-excellent scores for RTC (39%) are down significantly from the Q4 2023 (-23 ppt).
- Notably, very-poor-to-neutral ratings for HTC were higher than the good-to-excellent ratings for that depot (42% versus 34%).

Bus Service Quality Measures | SAFE AND PROFESSIONAL BUS OPERATOR

SAFE AND PROFESSIONAL BUS OPERATOR

Q18.1A/20.1A/22.1A. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of having an operator who drives safely and professionally?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR
4	TOTAL BUS (n=667)	8.7	83	91	87	84	86	86	83	86	86	83	-3	-3
4	CMBC (n=590)	8.7	83	91	87	83	87	85	83	85	86	83	-3	-2
2	BTC (n=156)	8.9	85	94	88	85	92	91	81	87	89	85	-4	-6
4	PCT (n=54)*	8.8	88	97	93	79	87	93	88	74	99	88	-11 ↓	-5
0	WVT (n=75)**	8.8	81	88	95	90	60	93	94	93	89	81	-8	-12
3	STC (n=44)**	8.7	84	90	79	79	82	83	76	89	83	84	+1	+1
6	VTC (n=166)	8.7	81	87	89	87	87	87	85	81	82	81	-1	-6
4	RTC (n=97)*	8.6	81	96	84	78	93	85	85	90	87	81	-6	-4
6	HTC (n=75)*	8.4	80	84	82	86	76	72	83	88	89	80	-9	+8

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30 AM to 3:00 PM and 3:00 PM to 6:30 PM

*Among differences that are statistically significant

- As in previous quarters, having a safe and professional bus operator remains the highest-rated bus service attribute this quarter.
- Riders continue to give high ratings to their perceptions of bus operators driving safety and professionally, with an average score of 8.7 out of 10 this quarter. This is fairly consistent with last quarter's score of 8.8 and the same period last year (also 8.8), reflecting ongoing stability in this area.
- More than eight in ten riders (83%) gave good-to-excellent ratings for having a safe and professional bus operator, a slight decrease from last quarter (86%) and from the same quarter last year (86%).
- By depot, good-to-excellent ratings for this attribute at PCT fell significantly to 88%, a decline of 11 points from a near-perfect score last quarter. Other scores at the depot level were not significantly different compared to last quarter or the same quarter last year.

Bus Service Quality Measures

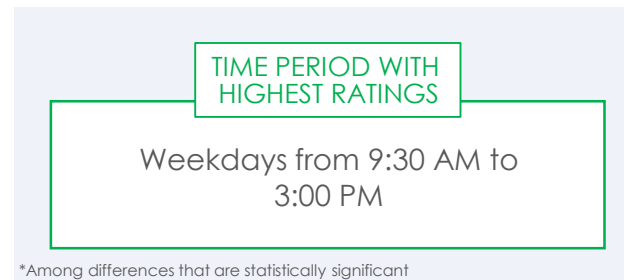
FEELING SAFE FROM CRIME ON BOARD THE BUS

FEELING SAFE FROM CRIME ON BOARD THE BUS

Q18.2/20.2/22.2. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of feeling safe from crime on board the bus?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				LAST QUARTER		SAME QUARTER LAST YEAR								
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024		
9	TOTAL BUS (n=667)	8.3	75	76	72	75	74	78	74	77	68	75	+7 ↑	-3
9	CMBC (n=590)	8.3	74	75	71	74	73	78	74	77	68	74	+6 ↑	-4
3	WVT (n=75)*	9.0	91	94	84	86	80	82	86	81	89	91	+2	+9
3	PCT (n=54)*	8.7	85	86	91	82	75	87	85	92	88	85	-3	-2
9	HTC (n=75)*	8.7	81	70	77	79	73	75	77	77	78	81	+3	+6
4	RTC (n=97)*	8.6	81	87	84	80	81	88	91	75	71	81	+10	-7
7	BTC (n=156)	8.3	74	83	79	78	84	80	78	81	66	74	+8	-6
11	STC (n=44)**	8.0	64	71	55	69	62	79	75	68	71	64	-7	-15
17	VTC (n=166)	7.7	65	67	59	65	67	69	58	75	58	65	+7	-4

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.



- Perceptions of rider safety on board buses remains high, with an average score of 8.3 out of 10 this quarter. This is an improvement from last quarter (8.1) and fairly consistent with the same period last year (8.4), reflecting a potential return to the more stable trend seen in recent years.
- This quarter, three-quarters (75%) of riders gave good-to-excellent ratings for feeling safe from crime on board the bus. This marks a significant improvement from last quarter (+7 ppt), which had experienced a notable decline. However, this score remains slightly lower than the same quarter last year (-3 ppt). Despite this, the current figure seems to represent a recovery from the lowest level recorded in the past two years (68% in Q3 2024).
- This quarter, average scores for perceptions of safety on board the bus were significantly lower for routes associated with VTC (7.7) than for most other depots, with the exception of STC (8.0) where the gap is not significant.

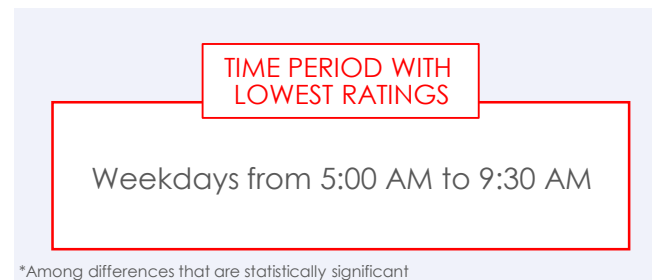
Bus Service Quality Measures | CLEAN AND GRAFFITI-FREE BUSES

CLEAN AND GRAFFITI-FREE BUSES

Q18.10/20.10/22.10. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of clean and graffiti-free buses?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										LAST QUARTER	SAME QUARTER LAST YEAR
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024			
8	TOTAL BUS (n=667)	8.2	73	70	71	74	76	67	65	77	70	73	+3	+6 ↑	
8	CMBC (n=590)	8.2	73	70	70	73	76	66	64	76	69	73	+4	+7 ↑	
1	WVT (n=75)*	8.8	75	68	84	81	81	87	76	84	85	75	-10	-12	
4	HTC (n=75)*	8.6	78	72	66	70	76	68	67	82	64	78	+14 ↑	+10	
11	RTC (n=97)*	8.5	79	78	81	78	84	68	67	87	79	79	--	+11	
4	PCT (n=54)*	8.4	80	92	78	79	71	76	69	82	93	80	-13	+4	
3	BTC (n=156)	8.3	68	74	74	81	81	69	64	84	66	68	+2	-1	
9	STC (n=44)**	8.0	73	52	69	74	78	61	73	70	79	73	-6	+12	
13	VTC (n=166)	7.8	66	71	60	65	68	62	58	66	62	66	+4	+4	

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.



*Among differences that are statistically significant

- The average score for clean and graffiti-free buses is 8.2, up slightly from last quarter (8.1) and the same period last year (8.1).
- Nearly three-quarters (73%) of bus riders gave this attribute good-to-excellent ratings, an increase from last wave (+3 ppt) and a significant increase from the same period last year (+6 ppt).
- The good-to-excellent scores for this attribute at HTC (78%) have significantly increased from last quarter (+14 ppt).
- This quarter, the average score for perceptions of bus cleanliness for routes associated with VTC (7.8) were significantly lower than for routes associated with HTC (8.6).

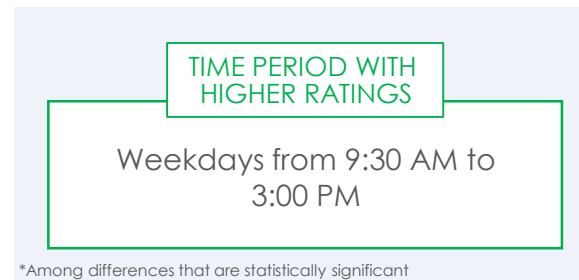
Bus Service Quality Measures | HAVING A DIRECT ROUTE

HAVING A DIRECT ROUTE

Q18.11/20.11/22.11. How would you rate the [ROUTE NUMBER] bus for having a direct route?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				LAST QUARTER					SAME QUARTER LAST YEAR					
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024		
7	TOTAL BUS (n=667)	8.6	81	79	83	80	83	79	78	84	79	81	+2	+2
7	CMBC (n=590)	8.6	80	79	83	80	83	78	78	84	79	80	+1	+2
1	BTC (n=156)	9.1	89	87	91	84	88	90	82	88	80	89	+9 ↑	-1
3	WVT (n=75)*	9.0	88	86	84	66	85	90	84	85	97	88	-9 ↓	-2
5	HTC (n=75)*	8.8	85	72	83	77	76	71	81	77	79	85	+6	+14 ↑
7	VTC (n=166)	8.4	76	78	85	83	83	80	79	84	76	76	--	-4
9	STC (n=44)**	8.2	82	71	71	83	84	60	74	78	67	82	+15	+22 ↑
11	RTC (n=97)*	8.2	69	75	78	77	77	78	73	86	86	69	-17 ↓	-9
18	PCT (n=54)*	8.1	78	85	79	72	95	82	78	95	94	78	-16 ↓	-4

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.



- The average score for perceptions of the bus having a direct route is 8.6 out of 10, slightly down from last quarter (8.7) and stable compared to the same period last year (8.6).
- More than eight in ten riders (81%) rated the bus having a direct route with top scores. This is a slight increase from both last wave and the same quarter last year (+2 ppt).
- Many scores by depot changed significantly from last quarter. Good-to-excellent ratings for this attribute at BTC (89%) increased by 9 points, while scores for RTC (69%, down 17 ppt), PCT (78%, down 16 ppt), and WVT (88%, down 9 ppt) each declined significantly over the same period.
- Scores for STC (82%, up 22 ppt) and HTC (85%, up 14 ppt) both showed a significant increase over Q4 of last year.
- This quarter, the average score for buses having a direct route was significantly higher for BTC (9.1) than for many other depots including VTC (8.4), STC (8.2), RTC (8.2), and PCT (8.1).

Bus Service Quality Measures

FEELING SAFE FROM CRIME AT BUS STOP OR TRANSIT EXCHANGE WHERE BOARDED

FEELING SAFE FROM CRIME AT BUS STOP OR TRANSIT EXCHANGE WHERE BOARDED

Q18.3/20.3/22.3. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of feeling safe from crime at the bus stop or transit exchange where you boarded?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR
11	TOTAL BUS (n=667)	8.1	71	70	74	72	72	73	68	75	68	71	+3	-2
12	CMBC (n=590)	8.1	70	69	74	72	72	73	67	75	67	70	+3	-3
2	WVT (n=75)*	8.6	75	87	91	77	82	82	85	84	93	75	-18 ↓	-7
7	HTC (n=75)*	8.5	79	69	84	73	75	68	71	78	71	79	+8	+11
8	RTC (n=97)*	8.3	73	80	82	72	84	87	76	71	72	73	+1	-14 ↓
7	BTC (n=156)	8.3	71	68	76	81	80	78	61	75	66	71	+5	-7
15	PCT (n=54)*	8.1	74	85	83	84	67	77	67	86	75	74	-1	-3
19	VTC (n=166)	7.8	66	63	64	71	66	66	64	73	62	66	+4	--
16	STC (n=44)**	7.4	57	67	60	53	58	61	68	75	66	57	-9	-4

* Caution: small base size. ** Caution: very small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is significantly higher than any other

*Among differences that are statistically significant

- This quarter, riders gave their feelings of safety from crime at bus stops and exchanges an average score of 8.1 out of 10. This is a slight improvement from last quarter (8.0) but lower than the score of 8.3 from the same period last year.
- Just over seven in ten bus riders (71%) gave good-to-excellent scores for feeling safe from crime at the bus stop or exchange, up slightly from last quarter (+3 ppt) but down from the same quarter last year (-2 ppt).
- Good-to-excellent scores for perceptions of safety from crime at stops and stations along routes associated with WVT (75%) are down significantly from last quarter (-18 ppt). Scores for RTC (73%) are down significantly from the same quarter last year (-14 ppt).
- This quarter, the average score for feelings of safety from crime at stops and exchanges was significantly higher for HTC (8.5) and BTC (8.3) than for STC (7.4), which finished in the lowest spot among all depots.

SkyTrain Service Quality Measures | SKYTRAIN OVERALL SERVICE

SKYTRAIN OVERALL SERVICE

Q12. Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain service overall?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
5	TOTAL SKYTRAIN (n=476)	8.2	75	76	81	77	75	77	74	74	73	75	+2	-2	
2	CANADA LINE (n=155)	8.5	78	82	80	81	84	82	75	82	75	78	+3	-4	
7	BCRTC (n=281)	8.1	73	69	81	77	71	76	73	70	71	73	+2	-3	

- SkyTrain overall service received an average score of 8.2 this quarter, unchanged from the past two quarters but slightly lower than the same quarter last year (8.4). Scores in general for SkyTrain service overall have trended downward over the past few years. This quarter, Canada Line scored higher (8.5) than BCRTC (8.1) when it comes to overall service.
- Three-quarters of SkyTrain riders (75%) gave Good-to-Excellent ratings for overall service, an increase from last wave (+2 ppt) but a decrease from the same quarter last year (-2 ppt).
- For the Canada Line, good-to-excellent ratings (78%) are up from last quarter (+3 ppt) but down from the same quarter last year (-4 ppt). Top scores for BCRTC (73%) are also up slightly from last quarter (+2 ppt) but down from the same quarter last year (-3 ppt).

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures | ON-TIME, RELIABLE SERVICE

ON-TIME, RELIABLE SERVICE

Q13.8 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of providing on-time, reliable service?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
2	TOTAL SKYTRAIN (n=476)	8.8	87	83	87	85	86	88	80	86	80	87	+7 ↑	-1	
0	CANADA LINE (n=155)	9.0	89	90	88	95	89	95	87	93	84	89	+5	-6	
3	BCRTC (n=281)	8.7	85	77	86	81	83	85	78	82	77	85	+8 ↑	--	

- On-time reliable service received an average score of 8.8 this quarter, up from last quarter (8.6) but slightly lower than the same quarter last year (8.9). While scores have remained relatively stable over multiple quarters in the past, Q1 and Q3 of this year saw slight dips. Notably, this attribute continues to be the highest-rated aspect of SkyTrain service.
- Nearly nine in ten SkyTrain riders (87%) awarded top ratings for on-time, reliable service, up significantly from the last quarter (+7 ppt), and down slightly from the same quarter last year (-1 ppt).
- Ratings for the Canada Line (89%) are up from last quarter (+5 ppt) and down from the same quarter a year ago (-6 ppt). Ratings for BCRTC (85%) are significantly up from last quarter (+8 ppt) and stable compared to the same period last year.

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

Q13.12 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of frequency of service?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
5	TOTAL SKYTRAIN (n=476)	8.4	78	80	75	76	77	75	71	76	72	78	+6 ↑	+3	
5	BCRTC (n=281)	8.5	81	75	76	71	74	71	74	73	72	81	+9 ↑	+10 ↑	
6	CANADA LINE (n=155)	8.3	75	84	74	86	82	80	71	79	73	75	+2	-5	

- Frequency of SkyTrain service received an average score of 8.4 this quarter, showing a slight improvement from last quarter (8.3) and remaining consistent with the same quarter last year (8.4). Over the past two years, average scores have stayed relatively stable, aside from a slight dip in Q1 2024 (8.2).
- Nearly eight in ten SkyTrain riders (78%) gave good-to-excellent ratings for frequency of service, a significant increase of 6 points from last quarter and 3 points from the same period last year.
- Ratings for this attribute on Canada Line saw top scores of 75%, a modest increase from last quarter (+2 ppt) but a decline from the same quarter last year (-5 ppt). BCRTC, on the other hand, achieved top scores of 81%, marking significant gains from both last quarter (+9 ppt) and the same period a year ago (+10 ppt).

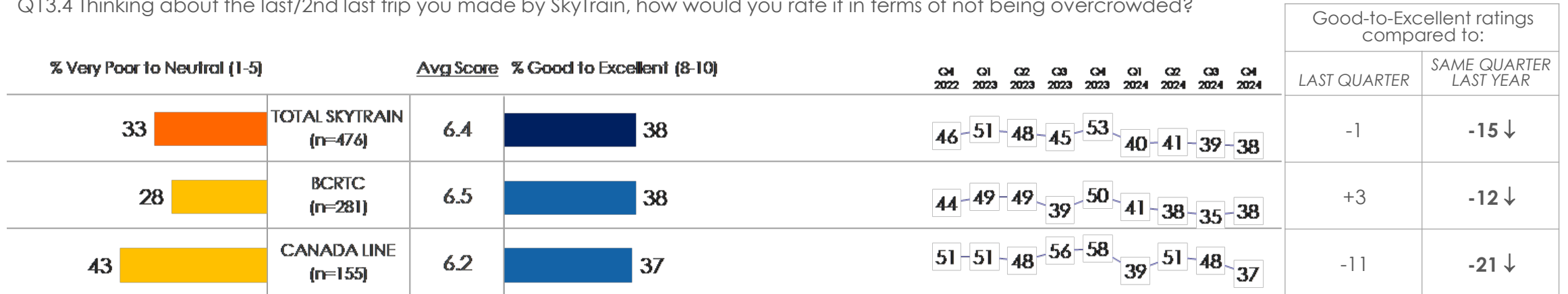
NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.



SkyTrain Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

Q13.4 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of not being overcrowded?



- Rider ratings of SkyTrain not being overcrowded decreased to 6.4 this quarter, down from 6.5 last quarter and significantly lower than the same period last year (7.0). This attribute has the lowest score among all SkyTrain service measures, with this quarter marking the fourth consecutive quarter-over-quarter decline.
- Just fewer than four in ten SkyTrain riders (38%) awarded good-to-excellent ratings for not being overcrowded, a slight decrease (-1 ppt) from the previous wave and a significant decline (-15 ppt) from the same quarter last year. Good-to-excellent scores for this attribute have remained low in the past four quarters, with a notable increase in very-poor-to-neutral ratings.
- Good-to-excellent ratings for BCRTC (38%) are up slightly from last quarter (+3 ppt) but significantly down from the same quarter last year (-12 ppt). Top ratings for the Canada Line (37%), meanwhile, are down from last wave (-11 ppt) and significantly down from the same period last year (-21 ppt). This quarter, the proportion of riders giving very-poor-to-neutral ratings of not being overcrowded on Canada Line is larger than the proportion of riders giving good-to-excellent ratings.

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

Q13.2 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of feeling safe from crime on board SkyTrain?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
11		TOTAL SKYTRAIN (n=476)	8.0		72	72	70	74	70	69	70	69	70	+1	--
10		CANADA LINE (n=155)	8.1		75	74	76	83	80	74	78	76	68	-8	-12 ↓
10		BCRTC (n=281)	8.0		71	70	71	69	67	71	65	65	71	+6	+4

- Perceptions of safety on board SkyTrain remains high, with an average score of 8.0 out of 10. This is consistent with last wave but lower than the same period last year (8.3). Scores this quarter and last quarter are the lowest seen in the past two years, though the decline is not statistically significant.
- Seven in ten SkyTrain riders (70%) gave top scores for feeling safe from crime on board SkyTrain, which is close to last wave (+1 ppt), and stable compared to the same quarter last year.
- This quarter, top scores for the Canada Line (68%) are down from last quarter (-8 ppt) and significantly down from Q4 2023 (-12 ppt). BCRTC good-to-excellent ratings for this attribute (71%) are up compared to last quarter (+6 ppt) but down from the same quarter last year (+4 ppt).

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

Q13.9 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of clean and graffiti-free SkyTrain cars and stations?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
	11	7.9	63	60	67	61	66	66	61	62	64	63	-1	-3	
TOTAL SKYTRAIN (n=476)															
	5	8.5	77	66	79	78	75	86	73	71	71	77	+6	-9 ↓	
CANADA LINE (n=155)															
	13	7.5	54	53	61	54	60	59	54	57	57	54	-3	-5	
BCRTC (n=281)															

- This wave, riders rated SkyTrain car and station cleanliness with an average score of 7.9 out of 10. This is a slight improvement from last quarter's score of 7.8 but slightly lower than the score of 8.0 from the same period last year. This attribute has shown a fairly high degree of consistency over the past two years, with only minor quarter-over-quarter fluctuations in scores.
- Sixty-three percent of SkyTrain riders awarded good-to-excellent ratings for clean and graffiti-free SkyTrain cars and stations. This represents a slight decrease from both the previous wave (-1 ppt) and from the same quarter last year (-3 ppt).
- This quarter, ratings of SkyTrain cleanliness are significantly stronger for Canada Line than for BCRTC. Good-to-excellent ratings for the Canada Line (77%) are up compared to last wave (+6 ppt) but down significantly from the same period last year (-9 ppt). Top ratings for BCRTC (54%) are down from last quarter (-3 ppt) and from Q4 2023 (-5 ppt).

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

Q13.3 Thinking about your last/2nd last trip on SkyTrain, how would you rate that station in terms of feeling safe from crime inside the SkyTrain station?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
10		TOTAL SKYTRAIN (n=476)	7.8		69	63	64	67	67	63	64	63	65	+2	-2
11		CANADA LINE (n=155)	8.2		76	70	73	82	83	67	74	75	71	-4	-12 ↓
10		BCRTC (n=281)	7.7		64	59	61	60	61	61	58	56	62	+6	+1

- This quarter, riders gave their feelings of safety from crime inside SkyTrain stations an average score of 7.8 out of 10. This is an improvement from last quarter (7.7) but lower than the score of 8.0 from Q4 2023.
- Feeling safe from crime inside the SkyTrain station receives good-to-excellent ratings by almost two-thirds (65%) of SkyTrain users, up slightly from last quarter (+2 ppt) but down slightly from the same quarter last year (-2 ppt).
- Feelings of safety at SkyTrain stations this quarter are significantly more positive on Canada Line compared with BCRTC. Canada Line good-to-excellent ratings for this attribute (71%) are down from last quarter (-4 ppt) and significantly down from the same period last year (-12 ppt). BCRTC top ratings (62%) are up from the last wave (+6 ppt) and from the same period last year (+1 ppt).

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures | STAFF AVAILABLE WHEN NEEDED

STAFF AVAILABLE WHEN NEEDED

Q13.10 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it for staff available when needed?

% Very Poor to Neutral (1-5)		Avg Score		% Good to Excellent (8-10)												Good-to-Excellent ratings compared to:	
						Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
23		TOTAL SKYTRAIN (n=476)	6.7		35	37	38	30	36	37	35	37	37	35	-2	-2	
16		BCRTC (n=281)	7.1		44	37	42	34	42	39	42	41	42	44	+2	+5	
32		CANADA LINE (n=155)	5.9		21	38	32	26	30	37	23	32	28	21	-7	-16 ↓	

- Rider ratings of staff availability on the SkyTrain system remain unchanged since last quarter, with an average score of 6.7 out of 10. That said, the average score for perceptions of staff availability is somewhat lower than the same period last year (6.9).
- Just over one-third (35%) of SkyTrain riders provide good-to-excellent ratings for staff availability, which is down from both last wave (-2 ppt) and the same quarter last year (-2 ppt).
- This quarter, perceptions of staff availability are significantly higher on BCRTC than Canada Line. The top score for BCRTC (44%) saw a slight increase from last quarter (+2 ppt) and from the same quarter last year (+5 ppt). Top scores for Canada Line (21%) are down from last quarter (-7 ppt) and significantly down from the same quarter last year (-16 ppt).
- This quarter, Canada Line has a high proportion of very-poor-to-neutral ratings (32%) for this attribute, much higher than the proportion giving good-to-excellent ratings (21%).

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

DELAYS ARE ANNOUNCED AND EXPLAINED

DELAYS ARE ANNOUNCED AND EXPLAINED

Q13X1. Within the past 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected?

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate it for delays are announced and explained?

% Very Poor to Neutral (1-5)	TOTAL SKYTRAIN (n=70)*	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
25		6.6	36	40	38	24	35	40	27	26	30	36	+6	-4	
20	BCRTC (n=53)*	6.8	35	45	42	29	43	41	31	30	27	35	+8	-6	
54	CANADA LINE (n=11)***	6.0	37	28	14	19	15	74	7	10	35	37	+2	-37	

n = Those experiencing a delay in the past 3 months.

* Caution: small base size.

*** Caution: extremely small base size - directional only.

- Just over two in ten SkyTrain riders (21%) indicate that they experienced a SkyTrain delay of at least five minutes in the past 30 days, up from last quarter (+3 ppt) and up from Q4 2023 (+5 ppt). Notably, both lines had major upgrade efforts in Q4 2024 which could impact these trends. BCRTC passengers (26%) are significantly more likely than Canada Line passengers (10%) to report experiencing such a delay.
- Among riders who experienced a SkyTrain delay, the average score for any announcement and explanation of the delay was 6.6 out of 10 this quarter. This is up slightly from last quarter (6.2) and from Q4 2023 (6.5). The score for this attribute is the second lowest among all SkyTrain service attributes (although on a relatively small sample size).
- More than one-third (36%) of riders who experienced a delay gave top ratings for delays being announced and explained, up from last wave (+6 ppt) but down from the same quarter last year (-4 ppt).
- Sample sizes at the line level are quite small (especially for Canada Line), meaning that large fluctuations can be expected between quarters and any shifts should be interpreted with caution. This quarter, top ratings for BCRTC on this attribute (35%) are up from last quarter (+8 ppt), and down from the same quarter last year (-6 ppt).

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.
 Question change made in Q3'20. Prior to this, experienced delays was asked of past 3-months instead of past 30 days.

↑ / ↓ = Significant upward / downward shift

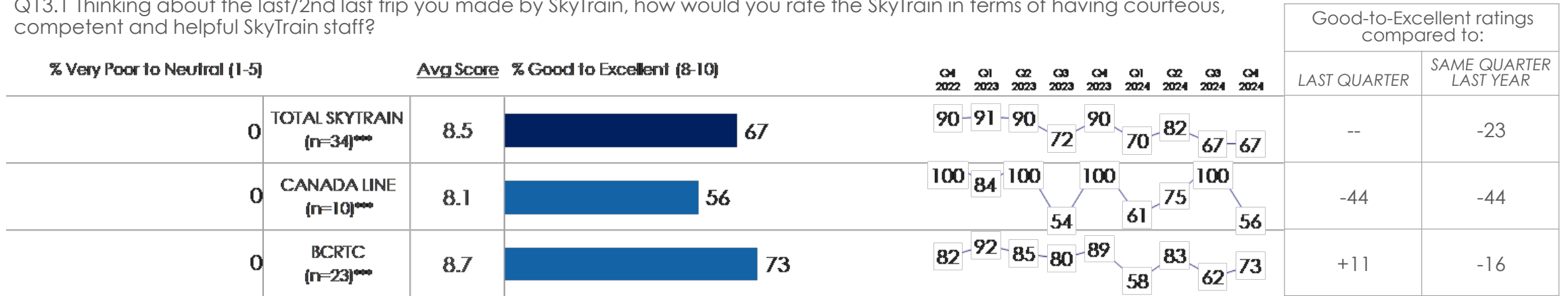


SkyTrain Service Quality Measures

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

Q13.1 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of having courteous, competent and helpful SkyTrain staff?



n = SkyTrain riders who spoke with staff.

*** Caution: extremely small base size - directional only.

- A very small percentage of SkyTrain users (6%) indicated that they interacted with staff on their last trip. This is virtually unchanged from last quarter (4%) and Q4 2023 (4%), demonstrating a relatively stable trend in staff interaction rates over the past few years.
- Of the few riders who said they interacted with SkyTrain staff on their recent trip, the average score for staff being courteous, competent, and helpful was 8.5 out of 10. This score is slightly higher than both the average score in Q3 and the average score from the same quarter last year (8.4), albeit on a small sample size.
- Two-thirds (67%) of the few riders interacting with staff award good-to-excellent ratings for staff being courteous, competent, and helpful. This is stable compared to last wave but down from the same quarter last year (-23 ppt), though all base sizes are extremely small, meaning that any shifts noted are directional in nature.

NOTES:
 SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
 BCRTC riders are those who rode only the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who rode only the Canada Line on the trip they evaluated.

SeaBus Service Quality Measures

SEABUS SERVICE QUALITY MEASURES

Q8/9. Thinking about the last/2nd last trip you made by SeaBus, how would you rate the SeaBus in terms of ...

% Very Poor to Neutral (1-5)	Seabus Attributes	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Last Quarter	Same Quarter Last Year
4	Overall Service	8.7	95	89	81	89	89	97	92	88	98	95	-3	-2
0	Courteous, competent & helpful staff***	9.5	100	100	100	95	100	92	100	83	100	100	--	+8
3	On-time, reliable service	9.0	93	100	93	91	92	98	90	87	97	93	-4	-5
3	Trip duration	8.9	96	84	90	91	100	97	96	90	84	96	+12	-1
1	Clean & graffiti-free	8.9	95	93	73	83	85	98	84	84	80	95	+15	-3
6	Staff available when needed	8.6	77	71	62	55	59	79	76	61	81	77	-4	-2
5	Safety from crime at the station	8.4	76	91	88	75	81	89	80	78	85	76	-9	-13
5	Not being overcrowded	8.4	76	89	77	73	78	78	81	63	78	76	-2	-2
5	Frequency of service	8.2	69	73	63	81	77	86	74	85	73	69	-4	-17

Q4 2024 Base = 74*

* Caution: small base size.

*** Caution: extremely small base size – directional only – among those who spoke to SeaBus staff (n=10).

- The average score for overall SeaBus service declined slightly to 8.7 this quarter, down both from last quarter (9.0) and from Q4 2023 (9.2), though neither difference is statistically significant.
- Nearly all SeaBus riders (95%) provided top ratings for overall SeaBus service, down from near-perfect ratings last wave (-3 ppt) and the same quarter last year (-2 ppt).
- The average rating of the SeaBus being clean and graffiti-free is the only attribute to notably increase this quarter (from 8.6 in Q3 to 8.9 in Q4). Meanwhile, ratings of feeling safe from crime (8.9 to 8.4) and on-time, reliable service (9.2 to 9.0) decreased notably but not significantly during the same period.
- Average scores for feelings of safety from crime (9.1 to 8.4) and frequency of service (8.9 to 8.2) both declined significantly between Q4 2023 and Q4 2024.

NOTES:
SeaBus ratings are based on a small sample size and typically require a difference of 18 percentage points to be considered statistically significant.

Trends in Transit Usage

This section presents trends in transit use. It illustrates trends in the following areas:

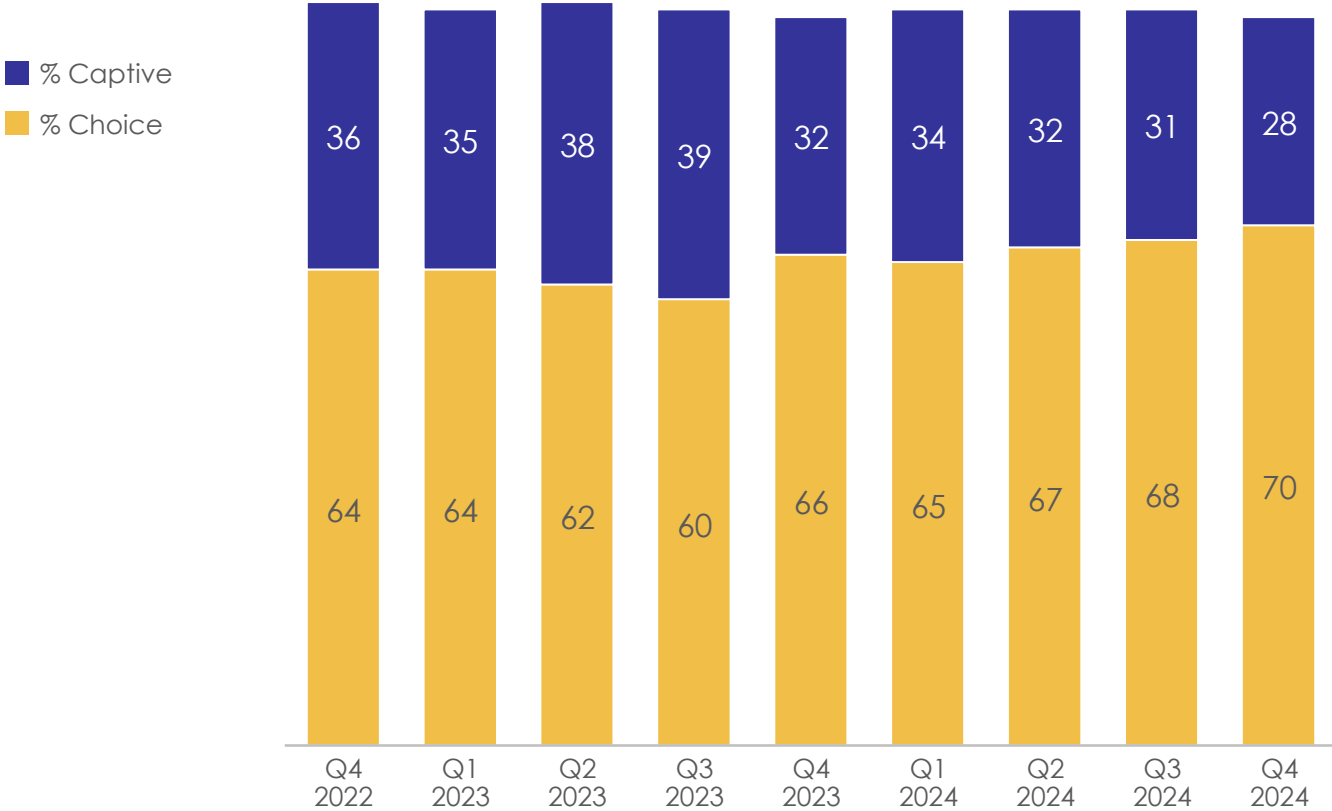
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or less regularly in the past six months
- Average number of trips made in the past 7 days



Trends in Transit Usage | CHOICE VS. CAPTIVE

CHOICE VS. CAPTIVE

Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit?



Q4 2024 Base = 750

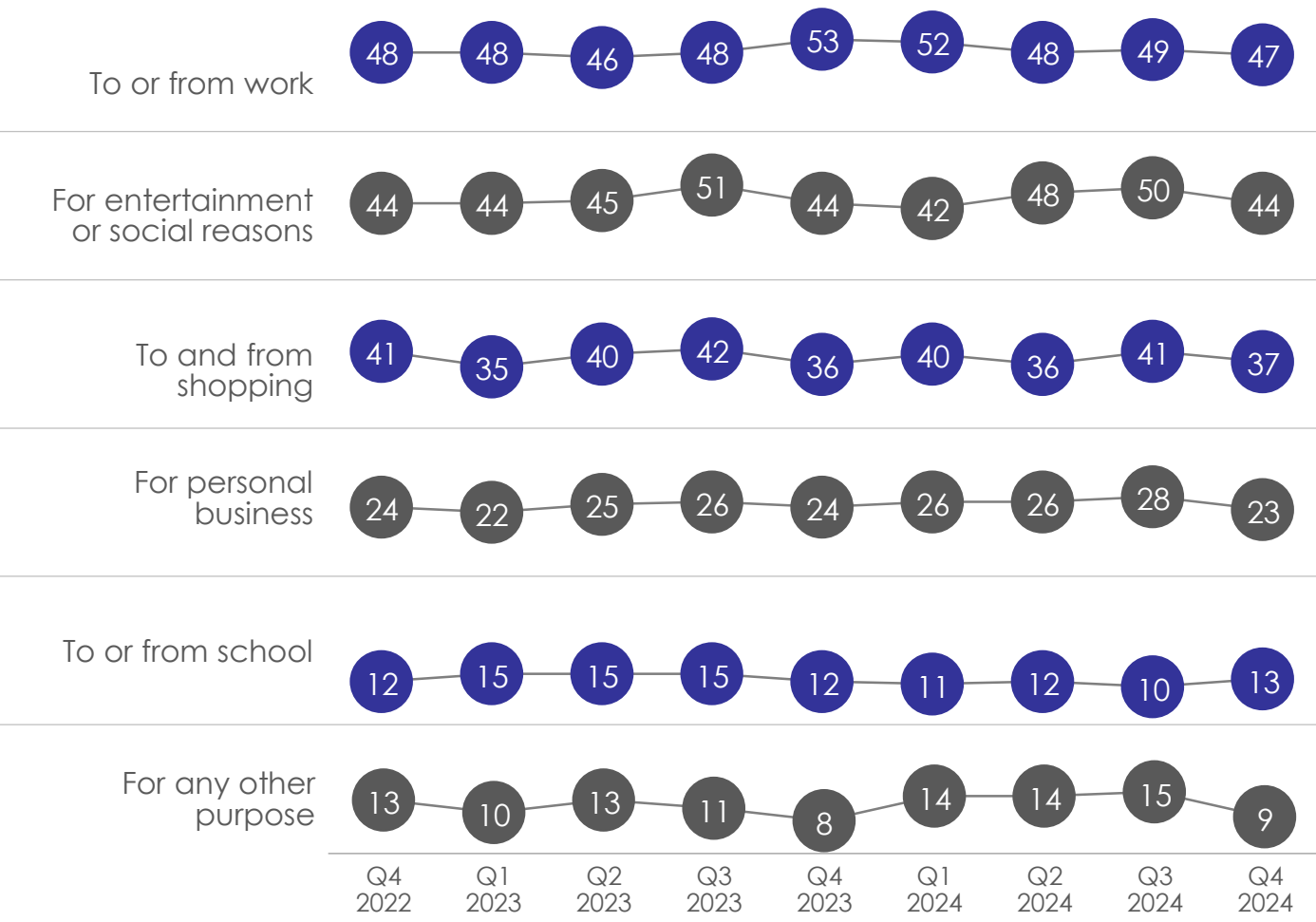
- Captive riders – defined as those without regular access to a vehicle for their transit trips – made up 28% of riders this quarter. This proportion is slightly lower than last quarter (-3 ppt) and this quarter last year (-4 ppt).
- In contrast, seven in ten riders (70%) are classified as Choice riders, meaning they have regular access to a vehicle for the same trips they make using public transit. This represents a slight increase from both the previous quarter and the same period last year.
- In general, the proportion of Captive riders has very gently declined over the past two years (with some minor fluctuations), reflecting a potential return to a relatively steady state after disruptions to travel habits caused by the COVID-19 pandemic resulted in higher proportions of Captive riders.
- Captive riders take more trips per week on average (7.8), are more likely to use the bus (89%), tend to be aged 18 to 34 (52%), and have household incomes of \$40,000 or less (26%).
- Choice riders, on the other hand, give higher overall service ratings (7.8), are more likely to be aged 35 to 54 (37%), work full time (57%), and have household incomes of \$80,000 or more (54%).



Trends in Transit Usage | TRIP PURPOSE

% OF RIDERS BY TRIP PURPOSE

Q2.1 How many one-way transit trips did you make in the last seven/thirty days [TRIP PURPOSE]?

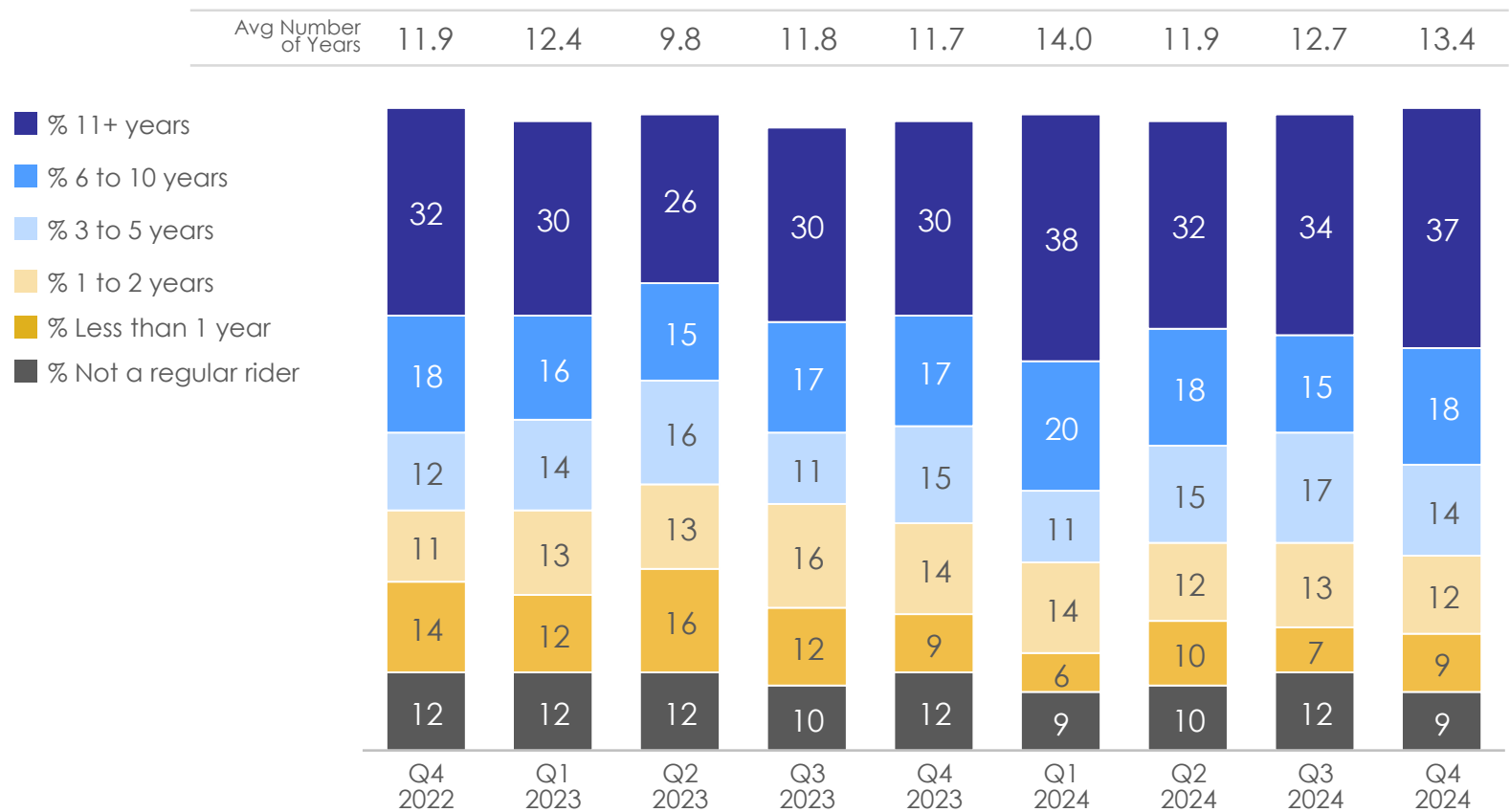


- The most common trip purposes among transit users tend to be work and entertainment or social reasons, followed by shopping. This trend tends to be moderately stable over time, despite small shifts between quarters.
- Nearly one-half (47%) of riders this quarter took transit to get to work, a decrease from both last quarter (-2 ppt) and Q4 2023 (-6 ppt).
- More than four in ten riders (44%) used transit for entertainment or social reasons this quarter, down from last quarter (-6 ppt) but stable compared to the same period last year.
- Fewer than four in ten riders (37%) used transit to get to and from shopping, slightly down from last quarter (-4 ppt) but slightly up from the same period last year (+1 ppt).
- Almost one-quarter (23%) of riders used transit for personal business this quarter, down from both last quarter (-5 ppt) and the same quarter last year (-1 ppt).
- More than one in ten riders (13%) took transit to go to school this quarter, up slightly from last quarter (+3 ppt) and from the same quarter last year (+1 ppt).

Trends in Transit Usage | LENGTH OF TIME TAKING TRANSIT

LENGTH OF TIME TAKING TRANSIT ON A REGULAR BASIS

Q28. Approximately how long have you been riding transit on a regular basis?



Q4 2024 Base = 750

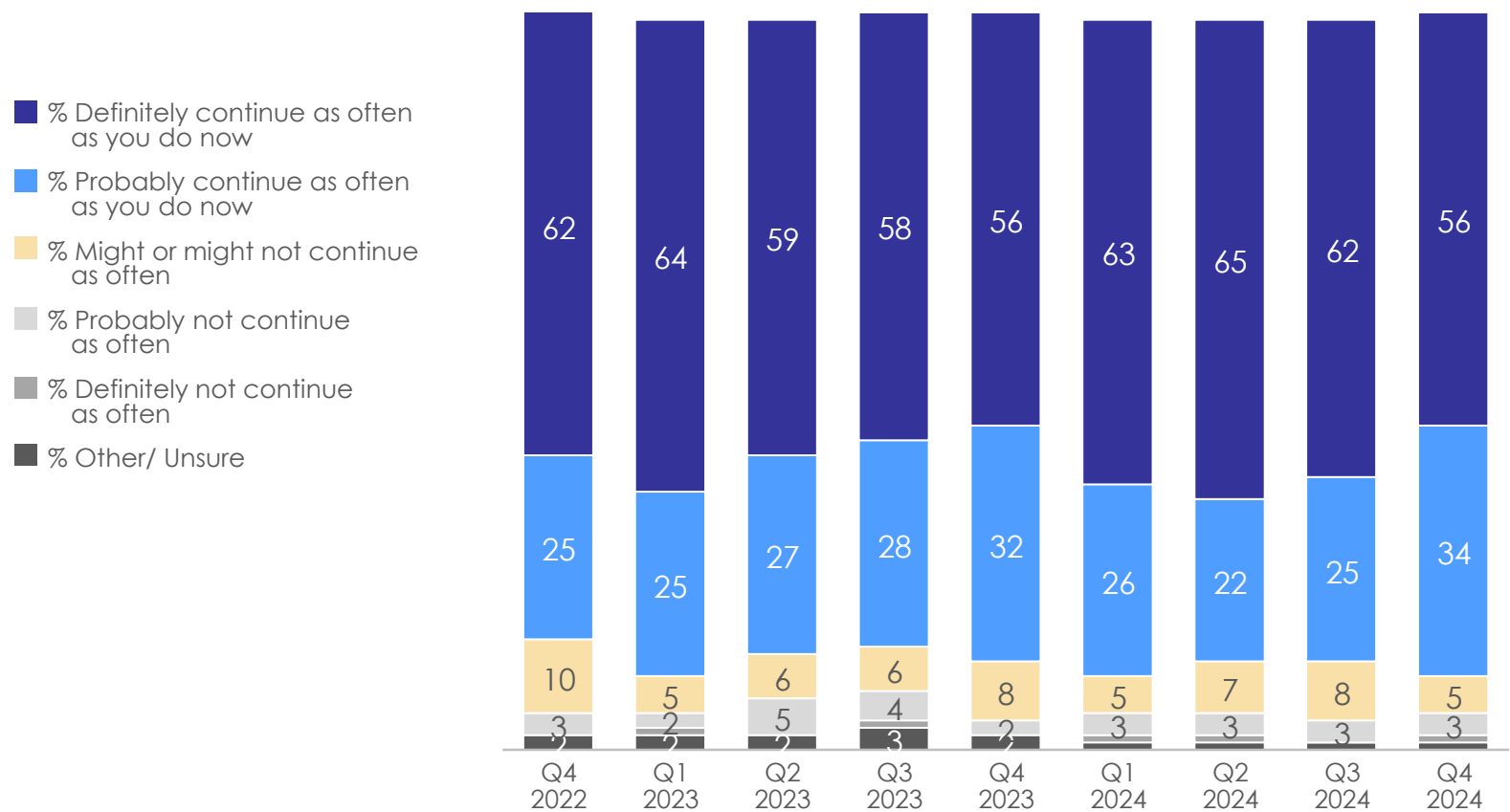
- This quarter, the average transit tenure among riders is 13.4 years. This represents an increase from last quarter's average of 12.7 years and from the average of 11.7 years in the same period last year, though these increases are not statistically significant.
- Nearly four in ten riders (37%) have been taking transit for more than ten years, up from last wave (+3 ppt) and up from the same period last year (+7 ppt).
- Fewer than one in ten riders (9%) reported taking transit for less than a year. This represents an increase of 2 percentage points from the previous wave and is consistent with the same
- Residents from North Vancouver (19.1 years) have been taking transit for a significantly longer number of years on average than residents of all other sub-regions with the exception of West Vancouver (14.9) and the City of Vancouver (14.8).



Trends in Transit Usage | LIKELY FUTURE USAGE

LIKELIHOOD OF TAKING TRANSIT AS OFTEN IN FUTURE

Q30A. How likely are you to take transit as often as you do now in the foreseeable future? Will you...



Q4 2024 Base = 750

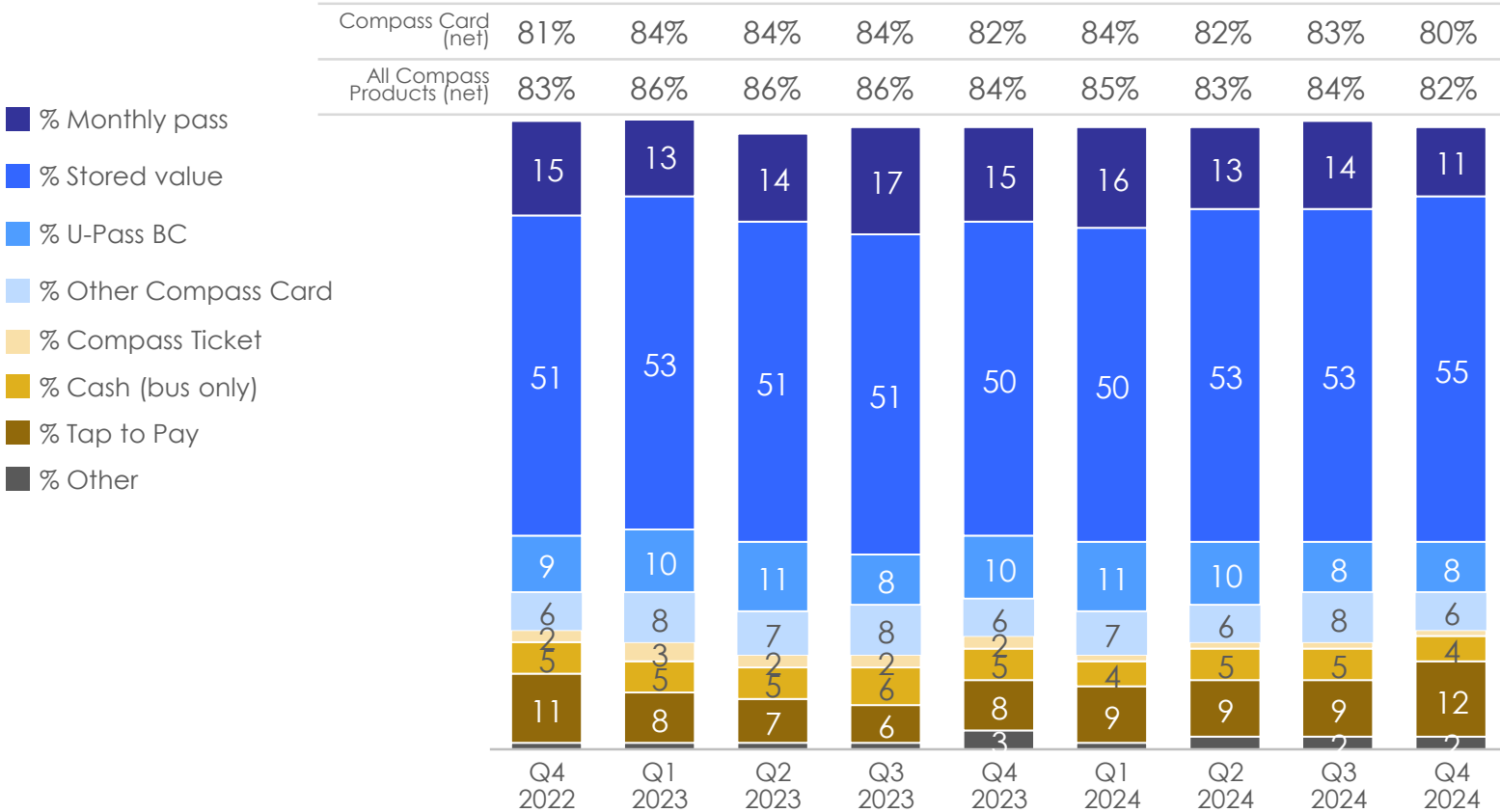
- Fifty-six percent of riders see themselves as *definitely* taking transit in the future as often as they do now. This is a decline from last wave (-6 ppt) but stable compared to the same period last year.
- One-third (34%) of riders say they will *probably* take transit as often in the future. This is up significantly from last wave (+9 ppt) and up from the same quarter last year (+2 ppt).
- The very small proportion of riders (5%) who say they may or may not take transit as often this wave has slightly decreased from the previous wave and from the same quarter last year (both -3 ppt).
- Older riders, residents of West Vancouver, and those travelling on weekdays as opposed to weekends tend to be more likely to believe they will definitely continue taking transit at the same level that they do now, relative to their counterparts.



Trends in Transit Usage | FARE PAYMENT METHOD

FARE PAYMENT METHOD USED

Q23H. Which method of payment did you use most often in the last seven/thirty days when you took transit?



Q4 2024 Base = 750

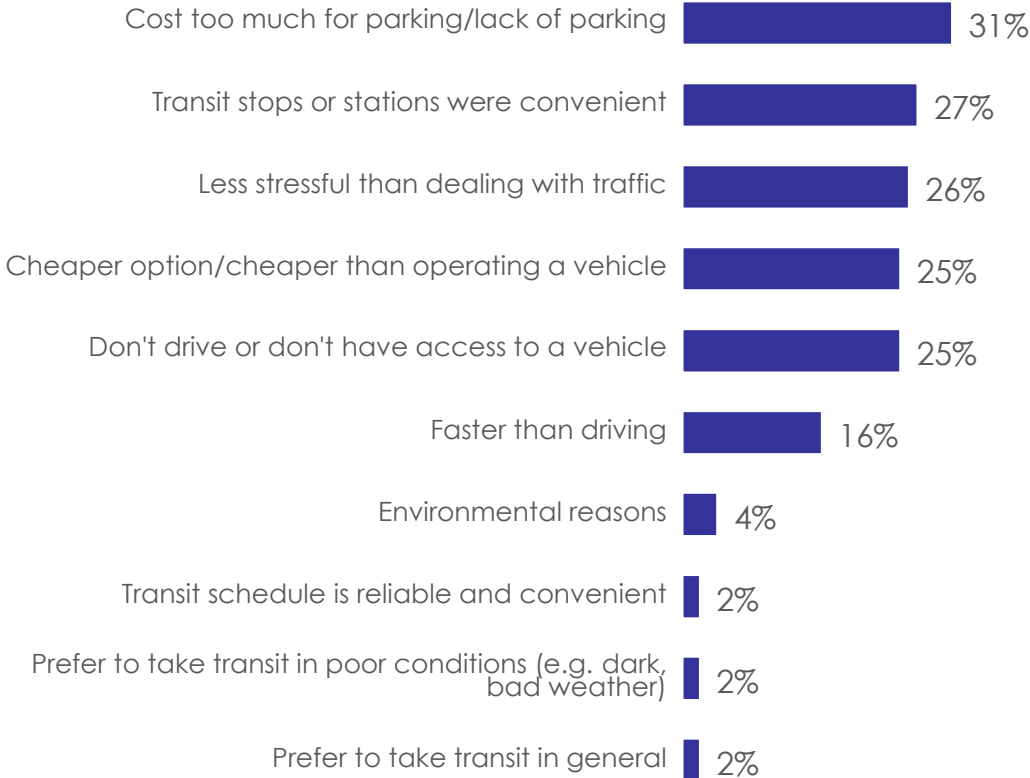
- Eight in ten riders (80%) use a Compass Card as their primary method of payment, down slightly from last wave (-3 ppt) and from Q4 2023 (-2 ppt).
- More than one-half (55%) of riders used Stored Value on their Compass Card, which has consistently been the most common payment method across all waves in the past few years. The share of riders using Stored Value is up slightly compared to last wave (+2 ppt) and up from Q4 2023 (+5 ppt).
- More than one in ten riders (11%) use a Monthly Pass on their Compass Card, down from both last wave (-3 ppt) and from the same quarter last year (-4 ppt).
- Use of Compass Card, and specifically of Monthly Pass stored on a Compass Card, is significantly higher for high-frequency riders and lower for low-frequency riders.



Trends in Transit Usage | REASONS FOR TAKING TRANSIT VS. ANOTHER MODE

REASONS FOR TAKING TRANSIT

Q25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation?



- The top three reasons this quarter for choosing to use transit are:
 - Parking being too expensive or too limited at their destination (31%);
 - Transit stops and stations being convenient (27%); and,
 - Transit being less stressful than dealing with traffic (26%).

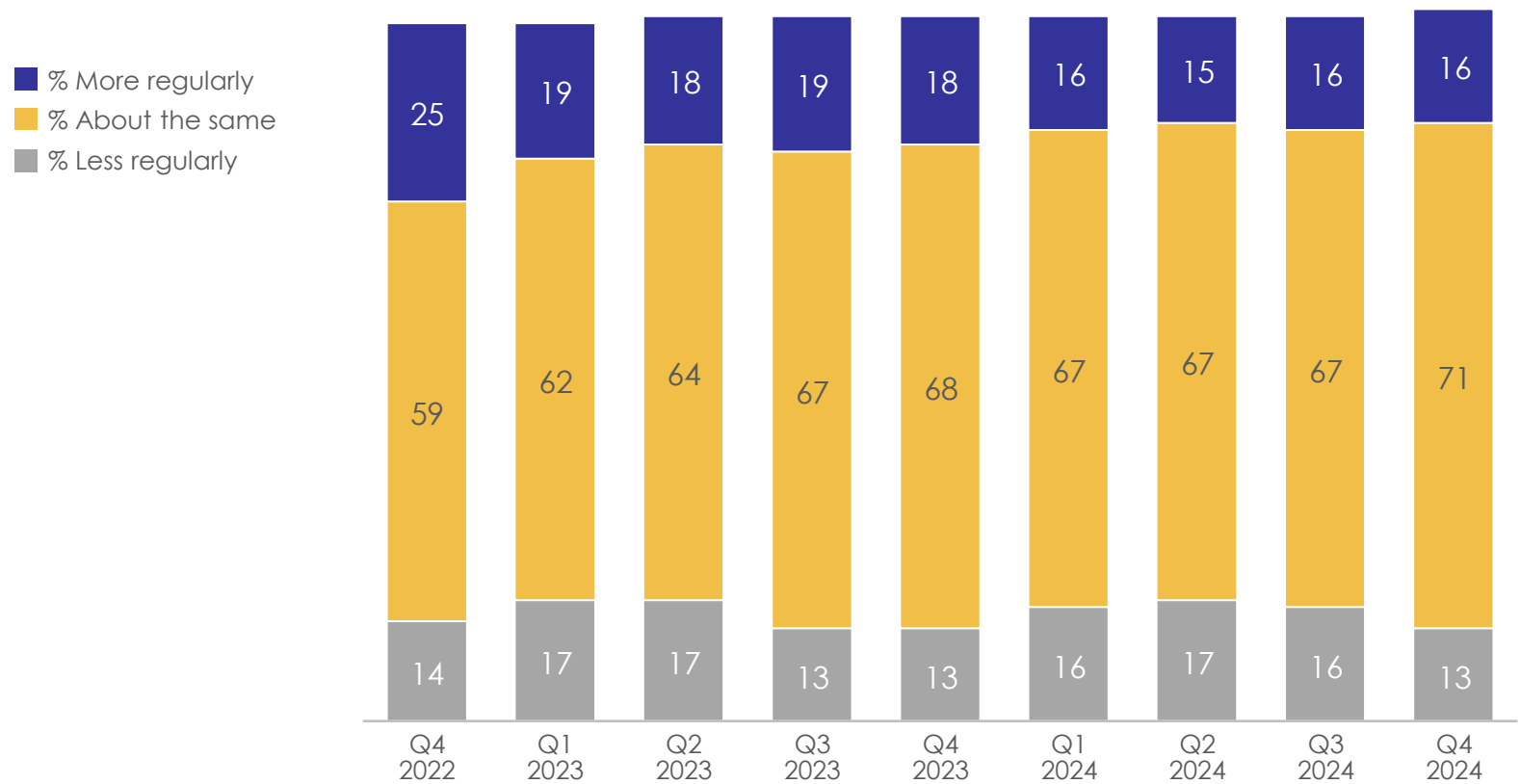
Only responses of 2% or more are shown.

Q4 2024 Base = 750

Trends in Transit Usage | CHANGES IN LEVEL OF RIDERSHIP

CHANGES IN TRANSIT USAGE LAST SIX MONTHS

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?



Q4 2024 Base = 750

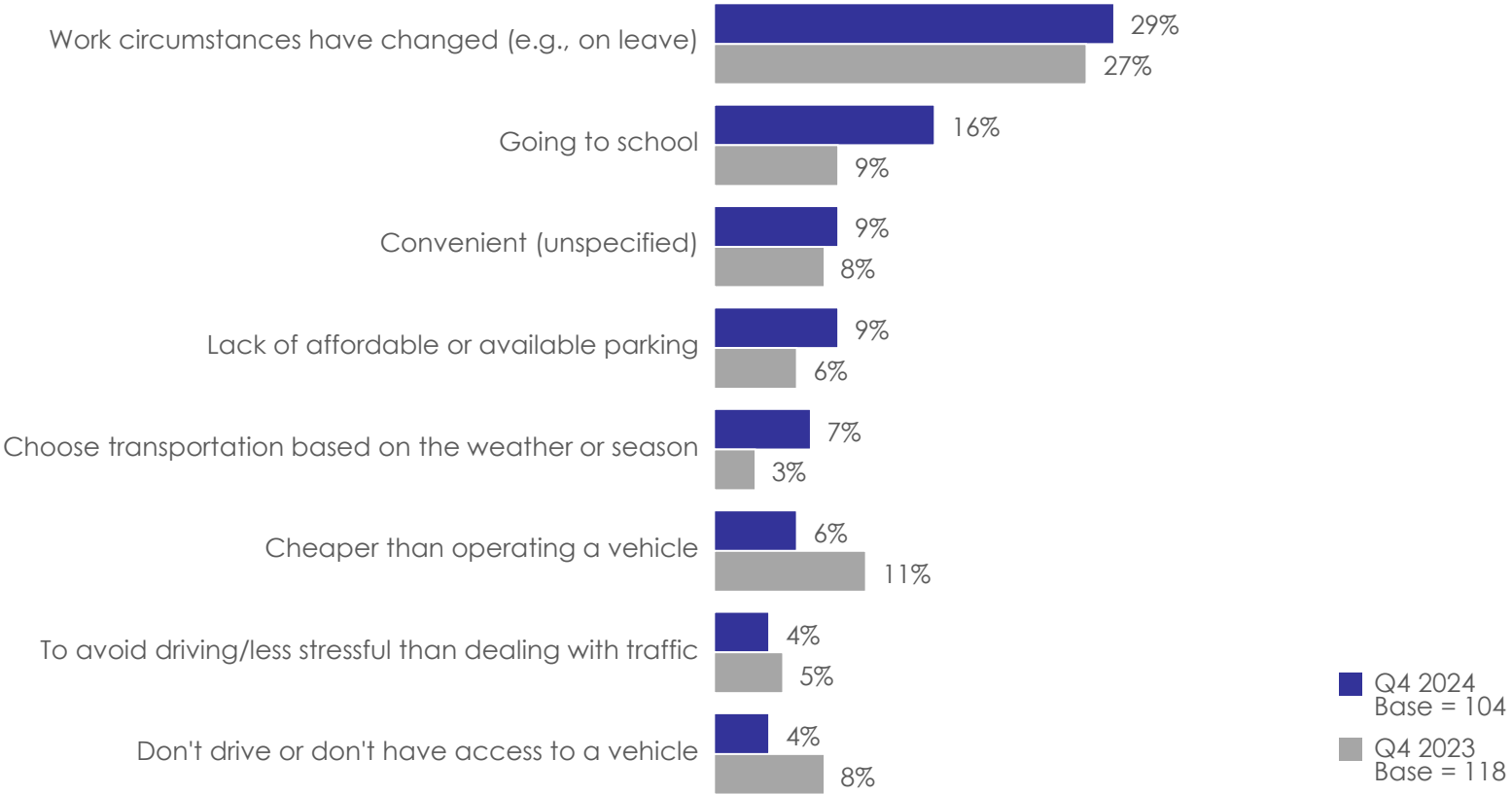
- More than seven in ten riders (71%) indicate that their transit usage is about the same as six months ago, which is up slightly from the last quarter (+4 ppt) after five consecutive quarters where around two-thirds of riders said their transit usage was unchanged.
- Slightly fewer riders say they are using transit less regularly compared to those who say they are taking transit more regularly (13% versus 16%). The proportion saying they are using transit less regularly is down 3 points from last quarter but consistent with the same quarter a year ago.
- Low-frequency riders are significantly more likely than other rider groups to say that they are taking transit less regularly today than they were six months ago.



Trends in Transit Usage | REASONS FOR RIDING MORE REGULARLY

REASONS FOR RIDING MORE

Q27. What would you say is your main reason for riding transit more regularly?



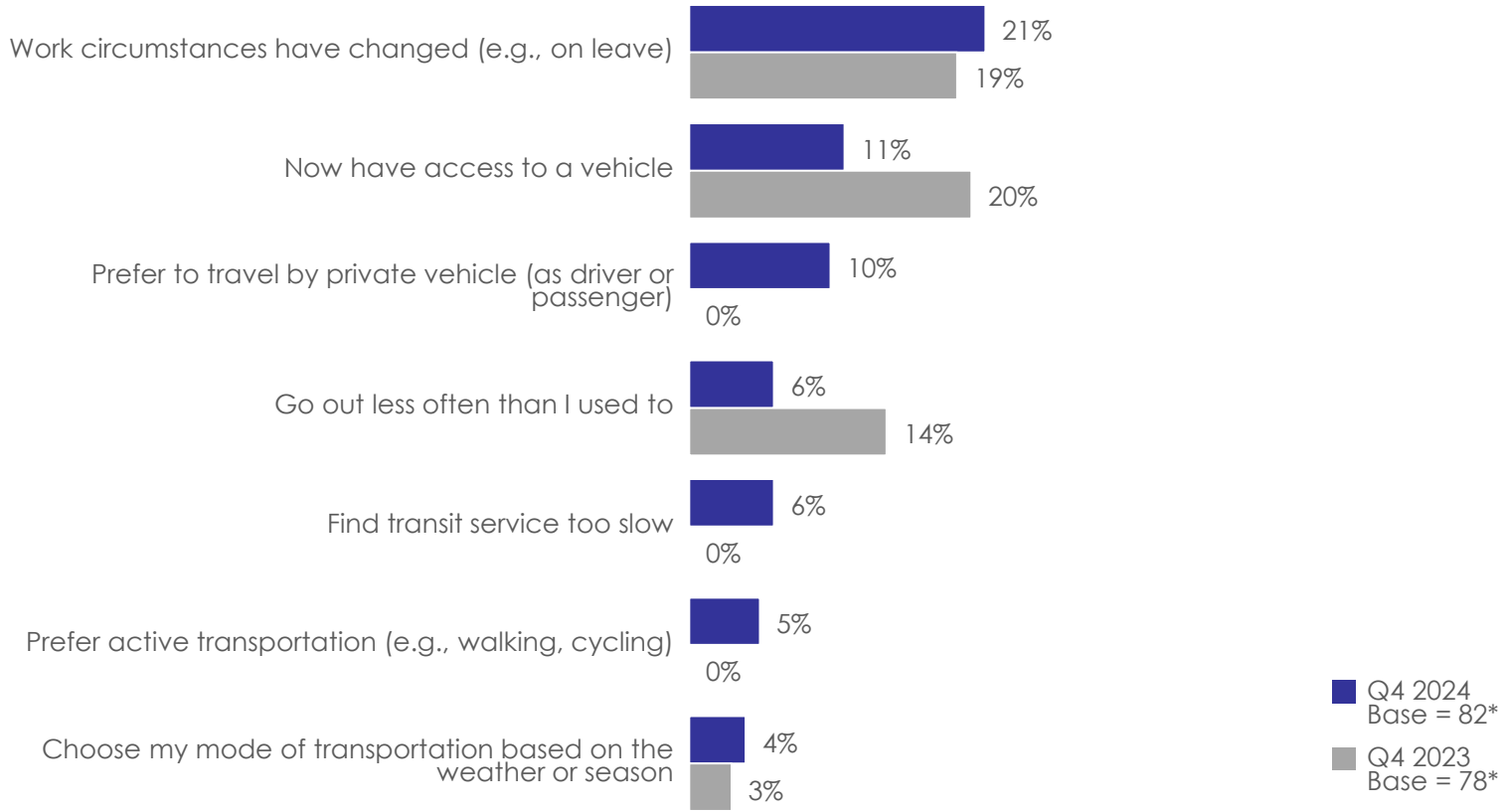
- The top reason for increased transit use compared to six months ago is a change in work circumstances, mentioned by 29% of those who are riding more frequently. The next most common reason is travelling more for school, reported by 16% of those riding more transit more regularly.

* Caution: small base size.
Note: Major mentions of 2% or more in current wave are shown in the charts above.

Trends in Transit Usage | REASONS FOR RIDING LESS REGULARLY

REASONS FOR RIDING LESS

Q27. What would you say is your main reason for riding transit less regularly?



- A change in work circumstances (21%) is the most common reason given for taking transit less regularly today than six months ago, consistent with overall trends.
- Other common reasons indicate a shift to private vehicles, including newly having access to a vehicle (11%), and preferring to travel by private vehicle when possible (10%).

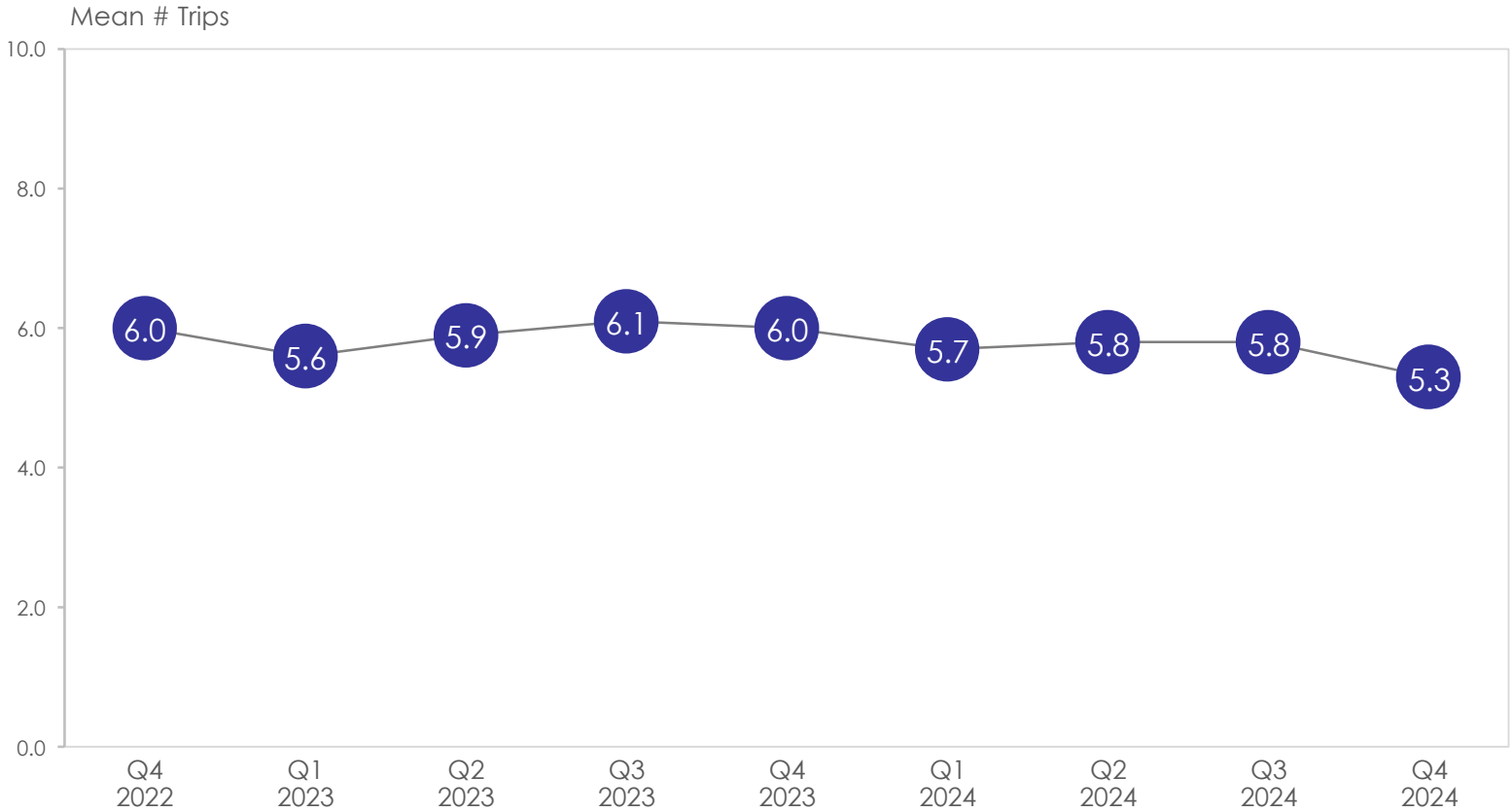
* Caution: small base size.
Note: Major mentions of 2% or more in current wave are shown in the charts above.



Trends in Transit Usage | AVERAGE NUMBER OF ONE-WAY TRIPS

AVERAGE NUMBER OF TRIPS – OVERALL TRANSIT SYSTEM

Q2.1/2.2 How many one-way transit trips did you make in the last seven/thirty days for [TRIP PURPOSE SUMMED] ...?



Note: Past 30 days ridership numbers have been recalculated to be combined with past 7 days ridership numbers.

Q4 2024 Base = 750

- The average number of one-way transit trips made per week is 5.3 this quarter, down from last quarter (5.8) and down from the same quarter last year (6.0), though neither shift is statistically significant.
- Average weekly transit trips have decreased for users of each of the modes since last quarter.
 - Bus users take an average of 6.1 trips across the transit system (including bus, SeaBus, and/or SkyTrain), down from 6.6 last quarter.
 - SkyTrain users take an average of 5.4 one-way transit trips, down from 6.3.
 - SeaBus users take an average of 3.9 one-way transit trips, down from 4.9.



Customer Profiles

This section presents profiles of key customer segments including:

- Choice vs. Captive riders
- Bus, SkyTrain, and SeaBus users
- Low, Medium, and High Frequency riders
- Demographic profile of past 30-day transit users relative to the demographic profile of Metro Vancouver residents who are 16 or older



Customer Profiles | CHOICE AND CAPTIVE RIDERS

- Almost three in ten riders (28%) are categorized as Captive riders, defined as those who lack regular access to a vehicle for the transit trips they make. This is lower than both last quarter (-3 ppt) and the same quarter last year (-4 ppt).
- Seven in ten riders (70%) are categorized as Choice riders, meaning they have regular access to a vehicle. This is slightly higher than the previous quarter (+2 ppt) and than the same quarter last year (+4 ppt).
- Significantly different characteristics of each rider group are highlighted in green on the table to the right and on the following pages.

	TOTAL	CHOICE	CAPTIVE
Base	750	543	202
AVERAGE PAST-WEEK TRANSIT TRIPS	5.3	4.3	7.8
YEARS BEEN A TRANSIT RIDER	13.4	14.3	11.7
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.7	7.8	7.3
MODE	%	%	%
Bus	74	68	89
SkyTrain	68	71	61
SeaBus	7	9	4
AGE	%	%	%
18-34 years	38	32	52
35-54 years	33	37	21
55+ years	27	29	24
GENDER	%	%	%
Women	46	47	42
Men	46	46	47
Non-binary/gender fluid or other identity	2	2	1
Prefer not to answer	6	4	10
EMPLOYMENT STATUS	%	%	%
Full-time	52	57	39
Part-time	15	14	18
Not employed (also includes students, homemakers, & retirees)	34	32	40
EDUCATION	%	%	%
High school or less	15	12	21
Vocational/college/technical	15	15	17
Some university	9	8	10
Graduated university	58	63	48
HOUSEHOLD INCOME	%	%	%
Under \$40K	14	8	26
\$40K to <\$80K	23	23	22
\$80K or more	46	54	27

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	543	202
TRAVEL PURPOSE	%	%	%
Work	47	43	56
Entertainment	44	45	43
Shopping	37	32	51
Personal business	23	20	31
School	13	9	22
Other purpose	9	8	13
PAYMENT METHOD	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	80	77	87
Cash fare	4	4	5
Compass ticket	1	1	1
Tap to Pay	12	15	5
Other	2	2	1
REGION	%	%	%
City of Vancouver	38	34	44
Surrey/Other South of Fraser	18	18	16
Burnaby/New Westminster	16	16	15
Richmond/South Delta	10	12	6
Northeast Region	9	9	10
North Vancouver	8	8	7
West Vancouver	2	2	2

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	543	202
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%
Yes	1	1	<1
No	93	94	90
Prefer not to answer	5	4	7
Don't know	1	<1	3
ETHNICITY	%	%	%
Caucasian	49	52	43
Chinese	20	20	21
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	9	10	8
Latin American	4	3	6
Filipino	3	2	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	3	3
Black	2	2	1
West Asian (e.g., Iranian, Afghan, etc.)	2	2	1
Korean	1	1	2
Japanese	1	1	<1
First Nation	1	1	1
Middle Eastern	1	1	-
Mixed ethnicity	1	<1	1
Arab	<1	<1	-
Asian (unspecified)	<1	<1	-
South American (unspecified)	<1	<1	-
Metis	-	-	-
Other	<1	-	1
Prefer not to answer	6	5	9

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- A bit less than one-half of transit riders (46%) are classified as Low-Frequency riders, making three or fewer one-way transit trips per week. This proportion has decreased from an unusually high 52% of riders last quarter (-6 ppt) and remains stable compared to the same period last year.
- One-third (32%) of riders fall into the Medium-Frequency category, taking four to nine one-way trips per week. This group has grown significantly since last quarter (+8 ppt) and has also increased, though not significantly, from the same period last year (+4 ppt).
- Just over two in ten riders (22%) are High-Frequency riders, taking ten or more one-way trips per week. This group has declined slightly compared to both last quarter (-2 ppt) and the same period last year (-4 ppt).
- The unique characteristics of each rider group are detailed in the table to the right and in the following pages.

	TOTAL	LOW	MEDIUM	HIGH
Base	750	414	212	124
YEARS BEEN A TRANSIT RIDER	13.4	17.1	11.8	9.1
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.7	7.9	7.7	7.1
AVERAGE AGE	43.5	48.9	39.4	38.0
MODE	%	%	%	%
Bus	74	64	82	87
SkyTrain	68	68	62	77
SeaBus	7	10	5	5
AGE	%	%	%	%
18-34 years	38	24	49	53
35-54 years	33	36	32	28
55+ years	27	39	17	17
GENDER	%	%	%	%
Women	46	47	42	50
Men	46	47	47	41
Non-binary/gender fluid or other identity	2	1	2	4
Prefer not to answer	6	4	9	4
EMPLOYMENT STATUS	%	%	%	%
Full-time	52	45	54	61
Part-time	15	14	16	14
Not employed (also includes students, homemakers, & retirees)	34	40	28	31
EDUCATION	%	%	%	%
High school or less	15	13	14	18
Vocational/college/technical	15	17	13	14
Some university	9	8	8	10
Graduated university	58	59	60	54
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	14	10	15	19
\$40K to <\$80K	23	20	22	31
\$80K or more	46	53	46	32

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	414	212	124
TRAVEL PURPOSE	%	%	%	%
Work	47	29	55	71
Entertainment	44	42	45	47
Shopping	37	30	43	46
Personal business	23	19	24	29
School	13	5	17	25
Other purpose	9	8	11	9
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	80	72	85	91
Cash fare	4	5	4	4
Compass ticket	1	2	<1	-
Tap to Pay	12	19	7	5
Other	2	2	2	-
REGION	%	%	%	%
City of Vancouver	38	37	38	38
Surrey/Other South of Fraser	18	15	20	21
Burnaby/New Westminster	16	15	14	19
Richmond/South Delta	10	13	10	6
Northeast Region	9	8	10	9
North Vancouver	8	11	5	5
West Vancouver	2	2	2	2


Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	414	212	124
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	1	1	<1	1
No	93	94	91	93
Prefer not to answer	5	4	7	4
Don't know	1	-	2	2
ETHNICITY	%	%	%	%
Caucasian	49	62	41	34
Chinese	20	15	18	34
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	9	7	12	11
Latin American	4	1	4	7
Filipino	3	2	4	2
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	2	3	3
Black	2	1	6	-
West Asian (e.g., Iranian, Afghan, etc.)	2	1	3	4
Korean	1	1	2	-
Japanese	1	<1	<1	2
First Nation	1	1	-	1
Middle Eastern	1	1	<1	1
Mixed ethnicity	1	1	-	1
Arab	<1	-	-	1
Asian (unspecified)	<1	<1	-	-
South American (unspecified)	<1	-	<1	-
Metis	-	-	-	-
Other	<1	<1	-	-
Prefer not to answer	6	6	8	3

Customer Profiles | MODE USER PROFILES

- Three-quarters (74%) of transit users rode the bus this quarter, a slight decrease from last wave (-2 ppt) but a small increase compared to the same period last year (+1 ppt).
- About two-thirds (68%) of transit users used the SkyTrain this quarter, also slightly down from last wave (-2 ppt) but up by 1 ppt from Q4 2023.
- SeaBus ridership remains unchanged at 7% of transit users, consistent with both last quarter and the same period last year.
- Significant differences in the characteristics of each rider group are highlighted in green on the table to the right and on the following pages.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	556	476	74*
AVERAGE PAST WEEK TRANSIT TRIPS	5.3	6.1	5.4	3.9
YEARS BEEN A TRANSIT RIDER	13.4	12.9	12.5	12.7
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.7	7.5	7.7	7.9
AVERAGE AGE	43.5	42.3	42.7	47.4
AGE	%	%	%	%
18-34 years	38	42	39	24
35-54 years	33	31	35	36
55+ years	27	26	25	34
GENDER	%	%	%	%
Women	46	46	44	48
Men	46	45	48	48
Non-binary/gender fluid or other identity	2	2	2	-
Prefer not to answer	6	7	6	4
EMPLOYMENT STATUS	%	%	%	%
Full-time	52	49	59	49
Part-time	15	16	13	16
Not employed (also includes students, homemakers, & retirees)	34	37	29	31
EDUCATION	%	%	%	%
High school or less	15	17	12	16
Vocational/college/technical	15	15	16	7
Some university	9	10	7	5
Graduated university	58	56	62	71
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	14	16	11	8
\$40K to <\$80K	23	26	24	27
\$80K or more	46	40	49	53

 Significantly higher than the other rider group(s).

* Caution: small base size.

Note: Average age was estimated using the midpoints of each age category. For the 65-and-older category, 69.5 years was used in this calculation.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	556	476	74*
TRAVEL PURPOSE	%	%	%	%
Work	47	49	49	50
Entertainment	44	44	48	46
Shopping	37	41	36	45
Personal business	23	27	20	25
School	13	16	12	7
Other purpose	9	11	8	12
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	80	84	80	78
Cash fare	4	5	3	2
Compass ticket	1	1	2	-
Tap to Pay	12	9	13	19
Other	2	1	2	1
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	70	65	74	85
Captive	28	33	25	15
REGION	%	%	%	%
City of Vancouver	38	39	32	29
Surrey/Other South of Fraser	18	20	19	5
Burnaby/New Westminster	16	14	20	4
Richmond/South Delta	10	10	13	5
Northeast Region	9	8	10	1
North Vancouver	8	7	6	54
West Vancouver	2	2	1	1

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	556	476	74*
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	1	1	1	2
No	93	93	93	89
Prefer not to answer	5	6	5	9
Don't know	1	<1	1	-
ETHNICITY	%	%	%	%
Caucasian	49	46	45	50
Chinese	20	21	22	10
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	9	9	11	12
Latin American	4	4	4	-
Filipino	3	3	3	4
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	2	4	4
Black	2	3	<1	-
West Asian (e.g., Iranian, Afghan, etc.)	2	2	2	3
Korean	1	1	1	-
Japanese	1	1	1	-
First Nation	1	1	<1	2
Middle Eastern	1	1	1	8
Mixed ethnicity	1	1	<1	-
Arab	<1	<1	<1	-
Asian (unspecified)	<1	<1	<1	-
South American (unspecified)	<1	<1	<1	-
Metis	-	-	-	-
Other	<1	<1	-	-
Prefer not to answer	6	6	6	6

Customer Profiles | MODE USER PROFILES

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q4- 2022	Q1- 2023	Q2- 2023	Q3- 2023	Q4- 2023	Q1- 2024	Q2- 2024	Q3- 2024	Q4- 2024
Base	2000	750	750	750	750	750	751	750	750	750
AVERAGE YEARS RIDING TRANSIT	n/a	11.9	12.4	9.8	11.8	11.7	14.0	11.9	12.7	13.4
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	17	18	18	16	14	16	14	17	11
25-34 years	18	21	19	20	22	22	22	24	21	27
35-44 years	18	17	16	17	14	16	15	16	14	17
45-54 years	20	16	17	16	18	17	17	18	19	16
55-64 years	16	10	8	7	7	7	8	8	7	9
65 years or older	17	18	20	19	20	21	21	18	21	18
GENDER**	%	%	%	%	%	%	%	%	%	%
Men	48	48	49	48	48	52	50	48	49	48
Women	52	52	51	52	52	48	50	52	51	52
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	51	49	46	48	52	53	48	49	52
Employed part time	13	17	16	17	16	14	16	20	16	15
Student	5	11	11	14	13	11	11	11	11	12
Not employed	3	5	5	6	6	5	4	5	6	5
Homemaker	2	2	4	4	2	2	2	3	2	2
Retired	18	16	18	18	18	19	19	18	19	17
Refused	1	2	3	2	3	3	2	2	2	2
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	16	18	19	19	16	16	14	16	15
Vocational/college/technical	26	19	17	16	18	15	19	19	18	15
Some university	7	8	9	9	7	9	11	8	10	9
Graduated university	45	55	51	53	53	56	52	57	54	58
Refused	<1	2	4	2	3	3	3	2	1	3

← Transit tenure is at 13.4 years this quarter

- This table illustrates the demographics of transit riders compared with the demographics of the entire Metro Vancouver population (16 years and older).

Significantly higher than Metro Vancouver general public.

Significantly lower than Metro Vancouver general public.



APPENDIX A – Methodology

Methodology

The TransLink Customer Satisfaction Tracking Survey began in October 2002. Prior to October 2002, the survey (referred to as the TransLink Rider Satisfaction Study) was conducted by Synovate (formerly "MarkTrend Research") and ran from 1989 through to September 2002. While CGT conducted the study from October 2002 to December 2003, Ipsos (formerly Synovate) took over the data collection component starting in July 2003 and assumed total project management in January 2004.

In this section, we present the methodology Ipsos currently uses to collect and weight the data, as well as the sampling errors associated with the survey results. We also note any changes in methodology that have occurred since the study's redesign in October 2002, as well as in July 2017.

Sampling

Sample Source

The landline sample for this study is drawn from Canada Survey Sampler (CSS), which is the most advanced and up-to-date sampling method available. Canada Survey Sampler is a computer list of all Canadian phone numbers and has replaced other methods such as Random Digit Dialing (RDD) and buying lists from companies such as Dominion Directories. Not only are the telephone lists from Canada Survey Sampler the most up-to-date, but they are divided into listed and unlisted telephone numbers. This ensures that we contact the correct proportion of unlisted phone numbers in our sampling.

Also, starting in July 2017, we have included cellphone sample, which accounts for 40% of the total quarterly surveys. The cellphone sample is purchased from SSI International, and it is pulled based on a list of cellphone numbers from wireless service providers linking phone numbers with billing towers. In order to target specific regions, we order cellphone sample based on billing tower and the numbers are randomly generated for the area codes/exchange combinations within each billing tower.

Sampling Population and Target Respondent

The sampling population for this survey is all individuals who are 18 years of age or older* who live in a household within the MVRD, have used the Bus, SkyTrain, or SeaBus within the past 30 days, and are not employed by TransLink, one of its subsidiaries or a marketing research firm. Those individuals who have participated in any surveys related to public transit within the last 6 months are excluded from the study. To ensure that a random selection of transit customers is made within households that contain more than one transit customer, the target respondent is the transit customer in the household who will celebrate the next birthday.

Survey Quotas and Sample Sizes

The survey quotas shown in the following table are designed to achieve two goals: 1) to obtain statistically reliable data within each region; 2) to minimize the need to apply substantial weights to ensure the sample represents the MVRD population of past 30-day transit customers accurately. Some regions are oversampled relative to their share of past 30-day transit users (e.g., West Vancouver) and some regions are undersampled (e.g., Vancouver), but the difference between the proportion of transit riders in each region and the proportion of surveys conducted in each region is kept to a minimum and is not substantial.

* Prior to January 2018, age restriction was 16 years old or above.



The table below shows the estimated proportion of past 30-day transit riders (i.e., rider share) within each region, the number of surveys conducted quarterly and annually within each region by Ipsos, and the proportion of surveys conducted within each region. Note that quotas per region changed in 2022 for Vancouver (currently 260 per quarter, down from 680) and West Vancouver (currently 60, down from 100)

Regional Quotas

REGION	PROPORTION OF PAST 30-DAY USERS (RIDER SHARE)	SURVEYS PER QUARTER	SURVEYS PER YEAR	% OF TOTAL SAMPLE
Burnaby/New Westminster	14%	105	420	14%
Richmond/South Delta	9%	72	288	10%
Surrey/North Delta/White Rock/Langley	18%	102	408	14%
Vancouver	41%	260	1,040	35%
Northeast Sector (Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/ Maple Ridge/Anmore & Belcarra)	8%	77	308	10%
North Vancouver	7%	74	296	10%
West Vancouver	3%	60	240	8%
Total		750	3,000	

To further ensure that the data represent the experiences and behaviours of all past 30-day transit riders in the MVRD, surveys quotas are also set for each region on a monthly and weekly basis.

Every week, we try to spread out the dialing as evenly as possible across regions. Since we cannot target specific regions using the cellphone sample, we would dial more cellphone sample in the beginning of the week, and then dial more landline sample near the end of the week to make sure we are meeting the weekly regional soft quotas:

- Sunday to Tuesday: 41% cellphone/59% landline
- Wednesday to Thursday: 43% cellphone/57% landline
- Friday to Saturday: 35% cellphone/65% landline

In total, we aim for 451 landline completes and 299 cellphone completes per quarter.

Data Weighting

Given that the regions are sampled disproportionately, weight variables are applied to the data to adjust the regional distribution of past 30-day transit riders so that it matches the actual proportion of transit riders in each region. The weight variables were sourced from Mustel Omnibus surveys, which collected data from a total of 2,000 Metro Vancouver residents in February, March, June, and September of 2017. Specifically, 42 weight values are calculated (3 age groups by 2 genders by 7 regions), which are subsequently applied to the relevant cells in the TransLink Customer Service Performance data.



Projected Evaluations for Bus, SkyTrain, SeaBus

During the course of the survey, customers evaluate a combination of modes or buses up to a maximum of three. Based on the data for the quarter ending September 2022, we expect to obtain approximately 4,576 evaluations in the course of conducting 3000 surveys annually. The number of evaluations expected for each mode annually and for each mode per respondent are shown in the table below.

Number of Evaluations Expected by Ipsos

MODE	ANTICIPATED # OF EVALUATIONS PER YEAR	ANTICIPATED # OF EVALUATIONS PER RESPONDENT
Bus	2,292	0.76
SkyTrain	2,052	0.68
SeaBus	232	0.08
Total # of Evaluations	4,576	1.53
Total # of Interviews	3,000	

Margins of Error

Proportions

All samples have a margin of error associated with them, reflecting the fact that we are drawing a sample from a population. In the current context, margins of error will vary because the size of particular samples and sub samples will vary. For example, at the 95% level of confidence, the margin of error for the total quarterly sample of 750 is +/- 3.6%; the margin of error for the quarterly Vancouver sample of 250 is +/- 6.2%.

When comparing independent samples across two quarters, the margins of error increase by about 40%. For example, when comparing proportions across two quarterly samples of 750 each, the proportions must differ by at least 5.1% for the difference to be considered statistically significant. The table below illustrates the maximum margins of error when evaluating a single independent sample and the maximum margins of error when comparing the proportions for two independent samples at the 95% level of confidence for various sample sizes.

SAMPLE SIZE	MAXIMUM MARGIN OF ERROR FOR SAMPLE OF THIS SIZE	MAXIMUM MARGIN OF ERROR FOR COMPARING TWO SAMPLES OF THIS SIZE
50	+/- 13.6%	+/- 19.6%
100	+/- 9.8%	+/- 13.9%
200	+/- 6.9%	+/- 9.8%
250	+/- 6.2%	+/- 8.8%
300	+/- 5.7%	+/- 8.0%
400	+/- 4.9%	+/- 6.9%
500	+/- 4.4%	+/- 6.2%
600	+/- 4.0%	+/- 5.7%
700	+/- 3.7%	+/- 5.2%
750	+/- 3.6%	+/- 5.1%
3,000	+/- 1.8%	+/- 2.5%



Means (Average Ratings)

To determine the margins of error for means (or average ratings), the sample sizes and standard deviations for each rating need to be taken into account. The following table serves as a general guide for determining the margins of error for means.

SAMPLE SIZE	STANDARD DEVIATION	MAXIMUM MARGIN OF ERROR FOR:	
		SAMPLE OF THIS SIZE	COMPARING TWO SAMPLES OF THIS SIZE
50	1.0	0.28	0.39
250	1.0	0.12	0.18
750	1.0	0.07	0.10
50	1.5	0.42	0.59
250	1.5	0.19	0.26
750	1.5	0.11	0.15
50	2.0	0.55	0.78
250	2.0	0.25	0.35
750	2.0	0.14	0.20

Survey Instrument

The survey instrument was redesigned jointly by TransLink Marketing Research and CGT Research in 2002 and has received minor updates since. Other personnel at TransLink and TransLink subsidiaries were also consulted regarding the survey content. The survey takes an average of 17 minutes to administer. The survey instrument is in Appendix B.

Fieldwork

All surveys are conducted by Ipsos from their virtual call centre (VCC) with Metro Vancouver interviewers. Surveys are conducted during weekdays between 4:00pm and 9:00pm, on Saturdays between 10:00am and 5:00pm, and on Sundays between noon and 5:00pm.

Last Updated in September 2024

**TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN)
– Questionnaire**

[READ ALL QUESTIONS VERBATIM – NO EXCEPTIONS]

[PURPOSE: Evaluate service provided by Bus, SeaBus, SkyTrain, and identify specific ways to improve service.]

[POPULATION TO BE SURVEYED: 18+ in Metro Vancouver who have used Bus, SeaBus, SkyTrain in past 30 days.]

[TARGET AVERAGE SURVEY LENGTH: 15 minutes.]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos, a research company in Vancouver. This call may be recorded for quality control purposes.

(INTERVIEWER NOTE: GREATER VANCOUVER IS NOW OFFICIALLY CALLED METRO VANCOUVER; THE TWO NAMES REFER TO THE SAME REGION.)

(IF REQUIRED: The survey is about the quality of public transit in Metro Vancouver.)

QA1. How many people in your household are aged 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days? **(INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 18 OR OVER AND HAVE TAKEN PUBLIC TRANSIT, THAT IS THE BUS, SEABUS OR SKYTRAIN IN THE LAST THIRTY DAYS.)**

[0 – 30 RECORD NUMBER]

(IF NECESSARY: Public transit includes the Canada Line.)

[IF S1 = LANDLINE SAMPLE:

IF NO ONE 18+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 18+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.

IF TWO OR MORE PERSONS HAVE USED TRANSIT IN QA1, SAY: I would like to speak to the transit rider 18 or older who had the most recent birthday. (RE-INTRODUCE)

IF NOT AVAILABLE, ARRANGE CALLBACK.

IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.

(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of TransLink.))

[FOR INTERVIEWERS TO RECORD ONLY]

QA1b. Did the respondent pass the phone to another household member?

- YES
NO

[ASK AC1 ONLY IF S1 = CELLPHONE SAMPLE. OTHERWISE, GO TO SCREENING QUESTIONS]

QA1c. Are you age 18 or older?

YES

NO

[IF NO IN A1C, THANK & TERMINATE. OTHERWISE CONTINUE]

SCREENING QUESTIONS

QA. Do you or anyone in your household work for TransLink or the public transit system? **(IF NECESSARY: Public transit includes the bus, SeaBus, West Coast Express or SkyTrain, including the Canada Line.)**

YES

NO

[IF NO AT QA CONTINUE, OTHERWISE THANK & TERMINATE]

QB. Have you taken the Bus, SeaBus or SkyTrain in the last thirty days? **(IF NECESSARY: SkyTrain includes the Canada Line.)**

YES

NO

[IF QB = YES CONTINUE, OTHERWISE THANK AND TERMINATE]

QC. Have you or anyone in your household participated in any surveys related to public transit within the last six months? **(INTERVIEWER IF TRANSLINK DIARIES IS MENTIONED LET RESPONDENTS KNOW THAT THEY CAN STILL PARTICIPATE IN THIS SURVEY AND CLARIFY IF HOUSEHOLD MEMBERS HAVE PARTICIPATED IN ANY OTHER PUBLIC TRANSIT SURVEYS IN THE LAST 6 MONTHS)**

YES

NO

[IF QC = NO CONTINUE, OTHERWISE THANK & TERMINATE]

[IDENTIFY REGION]

Q1. In which municipality do you live? **(DO NOT READ LIST BUT IF NECESSARY CLARIFY/PROBE FROM LIST. IF DELTA MENTIONED ASK: Would that be North Delta or South Delta?)**

1. BURNABY
2. COQUITLAM
3. BELCARRA/ANMORE
4. LANGLEY
5. LIONS BAY
6. MAPLE RIDGE/PITT MEADOWS
7. NEW WESTMINSTER
8. NORTH DELTA
9. NORTH VANCOUVER
10. PORT COQUITLAM
11. PORT MOODY
12. RICHMOND

- 13. SOUTH DELTA/TSAWWASSEN/LADNER
- 14. SURREY
- 15. VANCOUVER
- 17. WEST VANCOUVER
- 18. WHITE ROCK
- 19. DEEP COVE
- 21. HORSESHOE BAY
- 22. BOWEN ISLAND
- 23. ABBOTSFORD
- 24. MISSION
- OTHER (SPECIFY)

[IF Q1 = CODE 23 ABBOTSFORD OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]

[IF QS1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]

[IF QS1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]

ASSESS FREQUENCY OF USE, MODE, TIME, AND TRIP PURPOSE

Q2. (2.0) Have you taken the bus, SeaBus or SkyTrain, in the past 7 days?

- YES
- NO

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "DAYS", IF YES IN Q2, THEN ASK INSERT "7"; OTHERWISE INSERT "30".]

Q2a. (2.1) How many one-way transit trips did you make in the last [DAYS] days [INSERT FROM LIST]? [PROGRAMMER DISPLAY TEXT FOR 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

How about ... [INSERT ITEM]? (INTERVIEWER PROMPT IF DON'T KNOW OR REFUSED, ASK: May I have your best guess?)

- To or from work
- To or from school
- To or from shopping
- For personal business such as the doctor or bank
- For entertainment or social reasons
- For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]

IF TOTAL AT Q2A IS 15-39, OR TOTAL IS 40+ AND Q2=NO, ASK INT1 WITH THE BELOW "OPTIONAL REVIEW" INSERT: Based on these descriptions, would you like to review your answers? (IF NEEDED: Your total of number of trips equaled [INSERT TOTAL FROM Q2A].)

IF TOTAL AT Q2A IS 40+ AND Q2=YES, ASK INT1 WITH THE BELOW "FORCED REVIEW" INSERT: Your total of number of trips equaled [INSERT TOTAL FROM Q2A] in the past seven days. Based on these descriptions, we'll need to review your answers. (INTERVIEWER: ENTER "YES" BELOW AND REVIEW)

[ONLY ASK INT1 ONCE MAXIMUM. IF AFTER SECOND PASS OF Q2A, ANSWERS STILL TOTAL 15+, SKIP INT1 AND PROCEED TO Q3]

INT1. Just to remind you, a trip to a single destination, like work or school, counts as one one-way trip. A trip back home from the destination would count as another one-way trip. For example, a trip to work and back home with one stop to shop along the way would be 3 one-way trips (3 destinations). A trip to and from work using 3 modes (e.g. Bus, SeaBus and SkyTrain) would be 2 one-way trips. **[INSERT TEXT AS ABOVE]**

YES

NO

[IF YES LOOP BACK TO Q2A AND RE-ASK SERIES]

Q3. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make using the ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK: May I have your best guess?)**

1. Bus only
2. SkyTrain only
3. SeaBus only
4. Bus and SkyTrain
5. Bus and SeaBus
6. SkyTrain and SeaBus
7. Bus, SeaBus and SkyTrain

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]

[PROGRAMMER: DISPLAY ALL ITEMS AT Q3 AND PERCENTAGES GIVEN, DISPLAY VALIDATION SCREEN FOR INTERVIEWER & RESPONDENT]

[PROGRAMMER: ANSWERS FROM Q3 MUST ADD TO TOTAL GIVEN AT Q2A]

[IF DK/REF TO ANY OR ZERO TO ALL AT Q3, THANK & TERMINATE]

Q4. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]**? (IF **DON'T KNOW OR REFUSED, ASK:** May I have your best guess?)

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. On a Saturday or Sunday or a statutory holiday

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]

[PROGRAMMER: ANSWERS FROM Q4 MUST ADD TO TOTAL GIVEN AT Q2A]

[IF DK/REF TO ANY OR ZERO TO ALL AT Q4, THANK & TERMINATE]

SATISFACTION WITH SYSTEM OVERALL

Q6. Based on your own experience in the past **[DAYS]** days, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the overall service provided by the transit system in Metro Vancouver?

[1-10]

[FOR THOSE PROVIDING A RATING OF 5 OR LESS, ASK 6.1.2.]

Q6c. (6.1.2) What could have been done to improve the overall transit system service?
(INTERVIEWER: PROBE TWICE)

[OPEN END]

Q6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? **(REPEAT SCALE IF NECESSARY:** Use a 10-point scale where 10 means excellent and 1 means very poor.)

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q8-Q9 FOR SEABUS RIDERS ONLY (Q3_3 SEABUS ONLY; Q3_5 BUS & SEABUS; Q3_6 – SKYTRAIN & SEABUS; Q3_7 – BUS, SEABUS AND SKYTRAIN > 0)]

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q4, INSERT: "last" OTHERWISE, ROTATE EITHER "Last" or "2nd to last"]

I'm now going to ask you about your **[TRIP]** one-way trip(s) on SeaBus. Just to clarify, if you used SeaBus to travel to work and back home again, your **[TRIP]** one-way trip would be your trip **[IF Trip = "Last" insert: back home / IF TRIP = "2nd to last" insert: to work.]**

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO Q8B]

[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

- Q8a. (8.1) Did you make your **[TRIP]** one way trip on SeaBus ... **(READ LIST). [ACCEPT ONE RESPONSE]**
1. Monday to Friday between 5am and 9:30am
 2. Monday to Friday between 9:30am and 3pm
 3. Monday to Friday between 3pm and 6:30pm
 4. Monday to Friday after 6:30pm
 5. Saturday, Sunday or Holiday
- Q8b. (8.2) Thinking about the **[TRIP]** trip you made by SeaBus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus service overall?
- [1-10]**
- Q9. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 5, 7 OR 8 IN ROTATION]** Using the same scale, how would you rate the SeaBus in terms of ... **[INSERT FIRST ITEM]?**
- (CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)**
- [PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 5, 7 OR 8]** And how about ... **[INSERT SECOND ITEM, ETC.]? (REPEAT SCALE AS NEEDED)**
- [PROGRAMMER DISPLAY FOR ATTRIBUTES: 3, 4, AND 6]** Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]?** **(REPEAT SCALE AS NEEDED)**
- Q9a. (9) Did you speak to SeaBus staff on your **[TRIP]** trip on SeaBus?
- YES
NO
- Q9.1 **[ONLY ASK IF YES TO Q9A]** (1) Having courteous, competent and helpful SeaBus staff?
- Q9.2 (2) Feeling safe from crime at the SeaBus station?
- Q9.3 (3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)**
- Q9.4. (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**
- Q9.8 (5) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the SeaBus.)**
- Q9.9 (6) How would you rate it in terms of providing on time, reliable service?
- Q9.10 (7) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SeaBus trip.)**
- Q9.11 (8) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DON'T KNOW)**
- [1-10]**

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q10-Q13 FOR SKYTRAIN RIDERS ONLY (Q3_2 SkyTrain only; Q3_4 Bus & SkyTrain; Q3_6 SkyTrain and SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0)]

I'm now going to ask you about your **[TRIP]** one-way trip on SkyTrain, which includes the Canada Line. Just to clarify, if you used SkyTrain to travel to work and back home again, your **[TRIP]** one-way trip would be your trip **[IF Trip = Last insert: back home/IF TRIP = 2nd to last insert: to work]**.

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4 GO TO Q11A, OTHERWISE CONTINUE.]

[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

Q10. Did you make your **[TRIP]** one way trip on SkyTrain ... **(READ LIST) [ACCEPT ONE RESPONSE]**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. Saturday, Sunday or Holiday

Q11a. (11.1) At which SkyTrain station did you first board the SkyTrain during your **[TRIP]** trip?
(RECORD ONE FROM LIST BELOW)

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE-COLLINGWOOD
10. PATTERSON
11. METROTOWN
12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD
18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21. COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE

26. HOLDOM
27. SPERLING-BURNABY LAKE
28. PRODUCTION WAY-UNIVERSITY
29. LOUGHEED TOWN CENTRE
30. BRAID
31. SAPPERTON
34. LAKE CITY WAY
35. VCC-CLARK
36. VANCOUVER CITY CENTRE
37. YALETOWN ROUNDHOUSE
38. OLYMPIC VILLAGE
39. BROADWAY CITY HALL
40. KING EDWARD
41. OAKRIDGE 41ST AVENUE
42. LANGARA 49TH AVENUE
43. MARINE DRIVE
44. BRIDGEPORT
45. TEMPLETON
46. SEA ISLAND CENTRE
47. YVR AIRPORT
48. ABERDEEN
49. LANSDOWNE
50. RICHMOND BRIGHOUSE
51. BURQUITLAM
52. MOODY CENTRE
53. INLET CENTRE
54. COQUITLAM CENTRAL
55. LINCOLN
56. LAFARGE LAKE-DOUGLAS

OTHER (**SPECIFY EXACT LOCATION**) [**SPECIFY**]

Q11b. (11.2) Which SkyTrain station was your final stop during your **[TRIP]** trip? (**RECORD ONE FROM LIST BELOW**)

[SHOW CODE LIST FROM Q11A, EXCLUDE STATION MENTIONED AT Q11A]

Q12. Thinking about the **[TRIP]** trip you made by SkyTrain, on a scale of one to ten, where “ten” means “excellent” and “one” means “very poor”, how would you rate the SkyTrain service overall?

[1-10]

Q13a. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3 OR 6 IN ROTATION]**
Using the same scale, how would you rate the SkyTrain in terms of ... **[INSERT FIRST ITEM]?**
(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3 OR 6] And how about ... **[INSERT SECOND ITEM, ETC]?** **(REPEAT SCALE AS NEEDED)**

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 7 OR 8] Still thinking about the **[TRIP]** trip you made by SkyTrain, **[INSERT ITEM]?**

[1-10]

Q13. Did you speak to SkyTrain staff on your **[TRIP]** trip on SkyTrain?

YES

NO

Q13.1 (1) **[ONLY ASK IF YES AT Q13]** Having courteous, competent and helpful SkyTrain staff?

Q13.2 (2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?

Q13.3 (3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A AND Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]],** how would you rate that station in terms of feeling safe from crime?

Q13.4 (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**

Q13.8 (5) How would you rate it in terms of providing on-time reliable service?

Q13.9 (6) Clean and graffiti-free SkyTrain cars and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SkyTrain trip.)**

Q13.10 (7) How would you rate it for staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE' RECORD AS DON'T KNOW)**

Q13.12 (8) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Do the trains run often enough throughout the day?)**

[1-10]

Q13X1. Within the past 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected?

YES

NO

[IF Q13X1 = NO/DK/REF SKIP TO INSTRUCTION BEFORE Q14, OTHERWISE CONTINUE]

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate the SkyTrain service in terms of "delays are announced and explained"? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q14-Q22 FOR BUS RIDERS ONLY (Q3_1 Bus Only; Q3_4 Bus & SkyTrain; Q3_5 Bus & SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0)]

Now thinking about your [TRIP] one-way trip on the Bus. Just to clarify, if you used the Bus to travel to work and back home again, your [TRIP] one-way trip would be your trip [IF TRIP= Last INSERT: back home/ IF TRIP = 2nd to last INSERT: to work.]

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO Q15]

[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

Q14. Did you make your [TRIP] one way trip on the Bus ... **(READ LIST, ACCEPT ONE RESPONSE)**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. Saturday, Sunday or Holiday

Q15. How many different buses did you take on this trip? **(RECORD NUMBER OF BUSES)**

[RANGE = 1-9]

[PROGRAMMER: IF Q15 = 1 USE SINGULAR WORDING BELOW, ALL OTHERS USE PLURAL]

Q16. What was/were the route number(s) of the bus(es) you took on this trip? **(RECORD ROUTE NUMBERS. ACCEPT UP TO 3 ROUTE NUMBERS.) (IF RESPONDENT UNABLE TO GIVE ROUTE NUMBER, PROBE FOR ROUTE NAME. IN INSTANCES WHERE THE SAME ROUTE NAME IS ASSOCIATED WITH DIFFERENT ROUTE NUMBERS, THE INTERVIEWER SHOULD GIVE THESE ROUTE NUMBERS TO THE RESPONDENT TO DETERMINE IN THE RESPONDENT CAN IDENTIFY THE ROUTE NUMBER. IF THE RESPONDENT CANNOT, THE INTERVIEWER WILL USE ONE OF THE CODES BELOW THAT REPRESENT THE DEPARTURE POINT FOR THE BUS THAT THEY DID TAKE.)**

(ANY GENERIC MENTIONS OF NORTH VANCOUVER, PLEASE PUT THAT IN CODE 922 BBY/ NEW WEST/NORTH VANCOUVER.)

922. Bby/New West/North Vancouver
923. Sry/Lang/WR
924. Coq/Pt. Coq.
925. Rmd/S Del.
926. Vancouver
927. West Vancouver
993. Downtown/Westminster/Sry (N19)
994. Downtown/SFU (N35)

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

[PROGRAMMER: SAME ROUTE CANNOT BE CHOSEN MORE THAN ONCE AT Q16]

[ASK Q17–Q18 FOR UP TO 3 DIFFERENT ROUTE NUMBERS BASED ON THE FOLLOWING LOGIC]

[IF BOTH SEABUS AND SKYTRAIN SECTION ALREADY ASKED, ASK BUS SECTION FOR ONLY ONE BUS ROUTE RANDOMLY CHOSEN BASED ON ANSWERS AT Q16]

[IF ONLY ONE OR OTHER OF SKYTRAIN OR SEABUS ASKED, ASK ABOUT TWO BUS ROUTES ONLY RANDOMLY CHOSED BASED ON ANSWERS AT Q16. IF NEITHER SKYTRAIN NOR SEABUS RATED, ASK ABOUT UP TO 3 BUS ROUTES CHOSEN BASED ON ANSWERS AT Q16]

[PROGRAMMER: INSERT “#” ON ALL OF THE INSERTS FOR ROUTE NUMBERS]

Q17. Thinking about the trip you made on the **[ROUTE NUMBER]** bus, on a scale of one to ten, where “ten” means “excellent” and “one” means “very poor”, how would you rate it for service overall?

[1-10]

Q18. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9]** Still thinking about the **[ROUTE NUMBER]** bus you took and using the same 10-point scale, how would you rate it in terms of ... **[INSERT FIRST ITEM]**?

(CLARIFY IF NECESSARY: Ten means “excellent” and one means “very poor”.)

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9] How about ... **[INSERT SECOND ITEM, ETC.]?** **(INTERVIEWER: REPEAT SCALE AS NEEDED)**

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 6 OR 10] Still thinking about the **[TRIP]** trip you made on the **[ROUTE NUMBER]** ...

Q18.1 (1) Having a courteous bus operator?

Q18.1a (2) Having an operator who drives safely and professionally?

Q18.2 (3) Feeling safe from crime onboard the bus?

Q18.3 (4) How would you rate it for feeling safe from crime at the bus stop or transit exchange where you boarded?

Q18.4 (5) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**

Q18.9 (6) How would you rate it in terms of providing on-time reliable service?

Q18.10 (7) Clean and graffiti-free bus **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] bus trip.)**

Q18.11 (8) The **[ROUTE NUMBER]** bus for having a direct route? **(CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)**

Q18.14 (9) Trip duration from the time you boarded to the time you got off the bus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)**

Q18.15 (10) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)**

[1-10]

Q23aa. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

YES

NO

[ASK Q23AB IF Q23AA = YES, OTHERWISE SKIP TO Q23A]

Q23ab. Using the 10-point scale, how would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

Q23a. And still thinking of the transit system in Metro Vancouver, how would you rate it for providing adequate transit information at stops and stations? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

[ASK Q23B & Q23B2 BEFORE MOVING ON TO NEXT TRANSIT MODE]

Q23b. And how about for providing adequate information onboard transit vehicles, starting with ... **[INSERT ITEM]**? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[IF USED BUS IN Q3: Q3_1 Bus Only; Q3_4 Bus & SkyTrain; Q3_5 Bus & SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] Bus

[IF USED SKYTRAIN IN Q3: Q3_2 SkyTrain only; Q3_4 Bus & SkyTrain; Q3_6 SkyTrain and SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] SkyTrain

[IF USED SEABUS IN Q3: Q3_3 SeaBus Only; Q3_5 Bus & SeaBus; Q3_6 – SkyTrain and SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] SeaBus

[1-10]

Q23c. Again thinking of the regional transit system in Metro Vancouver, how would you rate it for having service that runs during convenient hours? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

Q23d. And how about for having enough bus shelters throughout the region? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)** **(CLARIFY IF NECESSARY: Thinking about what you have seen or heard and the route(s) you travelled on, how would you rate the transit system for having enough bus shelters at bus stops?)**

[1-10]

Q23e. Have you called TransLink's telephone information line in the past 3 months?

YES

NO

[ASK IF Q23E = YES, OTHERWISE SKIP TO Q23F]

Q23e1. Thinking of the last time you called the telephone information line, on a scale of one to ten where 'ten' means 'excellent' and 'one' means 'very poor', how would you rate it for ease of getting the information you wanted?

[1-10]

Q23e2. Did you speak to a telephone information clerk, or was the call totally automated, or did you speak to a clerk as well as hearing automated information?

1. Spoke to clerk only
2. Call was totally automated
3. Spoke to clerk and heard automated information

Q23f. Have you used TransLink's website in the past 3 months?

- YES
NO

[ASK IF Q23F = YES, OTHERWISE SKIP TO Q23H]

Q23f1. Thinking of the last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

TRANSIT DEMOGRAPHICS

Q23h. Which method of payment did you use MOST often in the last **[DAYS]** days when you took transit? **(READ LIST, ONE RESPONSE ONLY) (INTERVIEWER: IF A RESPONDENT SAYS THEY GOT A DAY PASS, CLARIFY IF THEY MEANT BUYING A DAY PASS ON A COMPASS TICKET – OR - A DAY PASS ON A COMPASS CARD)**

1. Pay cash on the bus
5. Compass Ticket **(IF NEEDED TO CLARIFY: single use or a day pass on a Compass Ticket)**
9. Compass Card (all types including U-Pass)
11. Tap to Pay **(IF NEEDED TO CLARIFY: tapping with contactless credit cards or mobile device)**
7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

[PROGRAMMER: ASK Q23H1B IF SELECTED CODE 9 "COMPASS CARD" IN Q23H. ASK Q23H1C IF SELECTED CODE 5 "COMPASS TICKET" OTHERWISE, SKIP TO Q24]

Q23H1b. Which one of the following Compass Card products are you using THE MOST? **(READ LIST, ONE RESPONSE ONLY)**

1. BC Government Pass **(DO NOT READ FURTHER IF THIS IS SELECTED)**
5. Monthly Pass
6. Stored Value **(CLARIFY IF NECESSARY: cash or credit loaded onto the Compass card to allow "pay-as-you-go" travel, replacing FareSavers and some WCE fare products)**
8. U-Pass BC
9. Other types of passes

[IF OPTION 1 or 8 IS SELECTED in Q23H1B, SKIP TO Q24. OTHERWISE CONTINUE]

Q23H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? **(CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as children 5-13, youth 14 to 18 with a valid photo ID or seniors who are 65+.)**

YES

NO

Q24. Thinking about the distance travelled, and not about the fare you paid, how many zones do you most often travel through when you take public transit?

1. ONE
2. TWO
3. THREE

Q25a. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? **(PROBE FOR UP TO THREE RESPONSES) (DO NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

1. Costs too much for parking/lack of parking
2. Don't own a vehicle/don't drive/no ride/no choice
3. To avoid driving/dealing with traffic/less stressful
4. Bus stops/stations convenient **[ONLY SELECT IF RESPONDENTS ACTUALLY MENTION ABOUT BUS STOP/STATIONS BEING CONVENIENT OR IF NO OTHER SPECIFICS PROVIDED. E.G. IF THEY SAY "It's convenient because they don't have to deal with traffic", SELECT CODE 3 ONLY]**
5. Cheaper/cheaper than operating a vehicle
6. Faster than driving
7. Other, specify: **[RECORD VERBATIM]**

Q25b. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? **(IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)**

YES

NO

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? **(READ LIST ONLY IF NECESSARY)**

1. MORE REGULARLY THAN 6 MONTHS AGO
2. LESS REGULARLY THAN 6 MONTHS AGO
3. ABOUT THE SAME

[IF Q26 = CODE 1 OR 2 ASK Q27, OTHERWISE SKIP Q40]

Q27. What is your main reason for riding transit **[IF Q26 = CODE 1 INSERT: more; IF Q26 = CODE 2 INSERT: less) regularly? (PROBE FOR SPECIFIC REASON. RECORD FOR UP TO THREE RESPONSES, RECORD VERBATIM.)**

[RECORD VERBATIM]

Q40. On a scale of 1 to 10, where 10 means excellent and 1 means very poor, how would you rate your overall experience with the Compass Card and Faregate System?

[1-10]

Next, I would like to ask you a few questions for classification purposes only.

Q28. Approximately how long have you been taking transit on a regular basis? **(PROBE WITH MONTHS AND YEARS) [PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]**

RECORD YEARS **[RANGE 0-50]**

RECODES MONTHS **[RANGE 0-11]**

NOT A REGULAR RIDER

Q30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you ... **(READ LIST, ACCEPT ONE RESPONSE)**

5. Definitely continue (as often as you do now)

4. Probably continue (as often as you do now)

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

Q32. On a scale of zero to ten, where "0" means "Not at all likely" and "10" means "Extremely likely", how likely are you to recommend the services provided by TransLink to family, friends or colleagues? **[READ SCALE IF NECESSARY. READ NOTE IF NECESSARY: This is different from the other scale questions you have answered, as the scale starts at 0 rather than 1.]**

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

DEMOGRAPHICS

Q33. Into which of the following age categories do you fall? **(READ LIST, STOP WHEN APPROPRIATE AGE REACHED.)**

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 64
6. 65 and over

[PROGRAMMER: IF ANSWER OF RIDERSHIP TIME AT Q28 IS GREATER THAN ACTUAL UPPER RANGE OF ANSWER AT Q33, (i.e., 25-34 years at Q33 & 45 years at Q28) DISPLAY THE FOLLOWING ERROR: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE.]

Q34. Which of the following best describe your current employment status? **(READ LIST. RECORD ALL MENTIONS.)**

1. Employed full time – 30 or more hours per week
2. Employed part time – less than 30 hours per week
3. Student
4. Not employed **[PN: MUTUALLY EXCLUSIVE WITH CODE 1, 2 AND 6]**
5. Homemaker
6. Retired **[PN: MUTUALLY EXCLUSIVE WITH CODE 1, 2 AND 4]**

Q35. What is the highest level of education you have completed? **(READ AND STOP WHEN APPROPRIATE)**

1. Some high school or less
2. Graduated high school
3. Vocational/college/technical
4. Some university
5. Graduated university

[PROG: ASK Q36A IF STUDENT (CODE 3) NOT SELECTED AT Q34. ELSE, SKIP TO Q36a4]

Q36a. Are you currently a student? **(IF NECESSARY: currently attending a school, college, or university.)**

- YES
NO

Q36a4. How many cellphones does your household own? **[FOR CELLPHONE RESPONDENTS, ANSWER HAS TO BE 1 OR MORE]**

[0-99]

Q37a. Which of the following best describes your total household income for 2023? **(READ AND STOP WHEN APPROPRIATE)**

1. Under 20,000
2. \$20,000 to less than \$40,000
3. \$40,000 to less than \$60,000
4. \$60,000 to less than \$80,000
5. \$80,000 to less than \$100,000
6. \$100,000 or more

Q37b. Do you identify as either First Nations, Inuit, or Métis?

1. YES
2. NO
3. PREFER NOT TO ANSWER

Q37c. Which of the following categories best represents your ethnic or cultural identity? Please stop me when I reach the group or groups that best represent you. Would you say ...? **(INTERVIEWER: READ LIST UNTIL STOPPED. ACCEPT MULTIPLE RESPONSES.)**

1. Caucasian
2. South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
3. Chinese
4. Black
5. Filipino
6. Latin American
7. Arab
8. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
9. West Asian (e.g., Iranian, Afghan, etc.)
10. Korean
11. Japanese
12. Or another ethnic or cultural identity (specify)
13. **(DO NOT READ)** PREFER NOT TO ANSWER

Q37d. I know we have been speaking for a while, however I do not want to assume your gender, so would you please share with me your gender? **[READ]** The options are female, male, nonbinary/gender fluid, or would you prefer not to say.

1. Female
2. Male
3. Non-binary/Gender fluid
4. Other **[DO NOT READ]**
5. Prefer not to say

Q38. What is your Postal Code? **(INTERVIEWER: POSTAL CODE FROM SAMPLE IS: [INSERT POSTAL CODE FROM SAMPLE]) (IF DON'T KNOW FULL SIX DIGITS ASK FOR FIRST THREE DIGITS)**

[OPEN END]

Q39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential. **(PROBE ONCE ONLY)**

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

Thank you very much for your time and co-operation.

INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

ENGLISH

PUNJABI

CHINESE



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	667	7.6	8.5	8.3	8.1	6.6	7.2	8.2	8.6	8.2	7.0	8.7
2	9	8.9	9.0	8.9	8.2	7.8	7.5	9.3	9.5	9.0	7.5	9.3
3	5	8.5	9.5	9.1	8.4	6.3	7.8	8.2	9.2	9.2	8.1	9.5
4	7	9.0	9.7	8.1	8.1	7.1	9.0	7.2	9.7	8.7	8.7	9.5
5	7	5.0	6.2	5.4	5.3	4.8	5.3	5.3	5.6	5.8	5.2	6.5
6	4	5.5	9.1	7.2	7.3	6.0	6.4	6.4	6.9	6.8	5.2	9.3
7	5	4.6	7.9	6.8	6.8	6.0	5.8	4.8	8.3	8.5	4.6	8.1
8	6	8.2	9.4	7.4	7.8	7.1	7.5	8.8	9.5	9.3	7.8	10.0
9	12	8.3	8.8	8.2	9.1	7.4	8.7	8.5	8.5	8.8	8.1	8.9
10	15	7.2	7.7	6.0	6.8	7.5	6.5	7.5	8.2	7.3	5.6	7.7
14	7	8.5	9.1	9.4	9.6	8.0	7.2	8.9	9.8	9.7	7.0	9.6
15	2	7.9	10.0	9.6	8.4	9.0	7.9	9.0	9.0	8.9	6.7	9.0
16	16	6.9	8.6	7.7	8.1	7.1	6.8	8.3	8.2	7.7	7.8	8.8
17	6	6.0	8.0	8.3	8.1	7.7	5.7	7.7	8.5	7.4	5.9	8.0
19	11	7.5	8.7	8.3	7.1	7.0	7.0	9.0	9.1	8.2	6.1	9.4
20	3	4.5	7.7	8.0	7.7	5.0	4.1	6.8	7.2	7.4	3.6	7.7
22	9	5.6	6.5	5.7	6.0	4.8	5.6	6.1	6.9	5.5	4.9	6.3
23	5	4.3	6.6	7.6	7.1	2.9	4.9	8.5	8.2	7.1	6.3	6.2
25	9	6.9	8.1	8.7	8.6	6.7	7.4	8.7	8.7	7.3	7.5	8.5
26	2	8.7	8.0	9.0	9.0	5.8	8.3	8.7	8.7	5.1	6.3	9.0
27	1	10.0	10.0	10.0	10.0	10.0	9.0	8.0	10.0	10.0	10.0	10.0
28	2	3.4	8.7	4.4	7.0	9.0	3.7	4.4	9.0	6.4	5.4	6.0
29	1	6.0	8.0	8.0	7.0	8.0	7.0	9.0	9.0	8.0	5.0	8.0
31	2	9.2	10.0	10.0	10.0	8.4	5.8	9.2	10.0	10.0	7.6	8.2
33	1	6.0	7.0	8.0	8.0	7.0	6.0	7.0	7.0	7.0	6.0	7.0
41	5	8.8	9.5	8.8	8.7	9.3	8.9	9.7	9.5	9.3	8.5	9.7
44	6	8.1	7.6	7.7	8.6	5.1	6.0	7.5	9.6	9.2	5.9	8.4
49	13	7.2	8.2	8.7	8.2	4.9	5.9	8.7	8.2	7.4	6.8	8.4
50	1	7.0	9.0	9.0	8.0	7.0	8.0	7.0	10.0	10.0	9.0	8.0
84	6	7.7	8.7	8.0	9.2	6.8	7.3	8.3	8.7	9.1	6.0	8.5
99 B-Line	40	8.2	8.3	8.2	7.9	5.6	8.2	8.5	9.5	8.7	8.6	8.7
100	4	4.1	9.4	7.5	7.5	2.0	3.8	8.1	8.1	8.4	4.0	9.5
102	2	8.6	8.4	9.4	9.0	6.6	8.8	9.4	9.0	9.4	7.6	9.4
104	1	8.0	9.0	10.0	8.0	5.0	7.0	10.0	10.0	10.0	8.0	10.0
105	2	8.5	10.0	10.0	9.0	9.0	9.0	10.0	8.5	10.0	7.5	10.0



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
106	2	8.7	8.7	9.6	7.4	5.4	8.0	9.1	9.1	8.7	8.7	9.6
110	4	6.0	9.2	9.5	8.8	8.7	7.7	8.3	8.9	8.6	5.6	9.0
119	3	7.9	8.5	8.8	8.8	7.8	6.9	8.1	9.5	9.5	7.9	8.5
123	5	9.1	8.5	8.8	8.8	5.9	8.2	8.0	9.3	8.7	7.9	9.5
129	3	8.3	9.2	9.8	9.8	9.7	9.8	9.8	9.7	9.8	7.9	9.2
130	7	7.1	9.0	8.3	8.3	5.9	5.9	8.1	8.7	8.1	7.0	9.4
133	3	7.0	6.8	7.6	7.9	7.3	6.6	7.9	8.6	7.0	5.4	7.9
134	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	7.0	10.0
136	2	8.0	10.0	9.1	8.6	9.1	9.1	9.1	9.1	9.1	4.9	10.0
143	1	8.0	10.0	10.0	10.0	7.0	9.0	10.0	10.0	10.0	10.0	10.0
144	1	10.0	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	5.0	8.0
145	4	6.6	8.6	8.9	8.8	5.5	6.8	7.9	6.7	8.6	6.3	8.5
150	2	8.9	8.9	8.9	7.8	7.9	8.0	8.9	7.3	8.9	8.4	10.0
152	6	8.5	9.6	9.3	8.9	7.5	8.8	9.5	9.0	8.3	6.8	9.6
153	1	8.0	8.0	8.0	8.0	7.0	8.0	7.0	8.0	9.0	8.0	8.0
156	1	7.0	10.0	10.0	10.0	8.0	7.0	10.0	9.0	10.0	5.0	10.0
157	1	9.0	8.0	9.0	9.0	10.0	8.0	10.0	10.0	9.0	8.0	9.0
160	8	8.0	7.6	7.5	7.3	7.6	6.6	8.5	7.8	7.6	6.8	7.5
169	1	7.0	10.0	10.0	9.0	8.0	8.0	9.0	10.0	8.0	6.0	10.0
171	1	7.0	8.0	7.0	7.0	8.0	8.0	6.0	8.0	8.0	7.0	8.0
172	3	9.3	9.1	9.3	7.9	7.1	8.1	7.9	9.2	8.4	6.6	9.2
174	1	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	6.0
180	3	9.0	9.0	9.2	8.8	9.2	9.0	9.4	8.8	8.6	7.4	9.4
183	2	7.4	8.0	7.2	6.0	5.6	7.6	8.8	5.6	6.4	8.0	7.6
185	1	10.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	10.0	8.0	10.0
188	2	7.4	7.7	9.3	7.9	8.6	9.3	7.9	8.6	9.3	8.6	9.3
189	2	10.0	8.4	10.0	9.6	10.0	10.0	9.8	10.0	10.0	10.0	10.0
210	5	6.8	8.4	7.9	8.1	6.8	6.1	7.4	6.8	7.4	6.3	8.0
211	2	10.0	9.8	10.0	8.0	7.2	8.0	7.3	9.5	6.5	5.5	10.0
214	3	5.6	7.5	7.5	7.4	6.9	5.0	7.5	7.4	6.2	4.1	8.1
215	1	6.0	8.0	9.0	9.0	10.0	6.0	9.0	9.0	9.0	6.0	9.0
222	1	8.0	5.0	6.0	6.0	5.0	6.0	7.0	9.0	7.0	8.0	7.0
228	3	8.9	9.5	9.5	9.5	9.5	9.5	9.5	7.0	8.3	6.9	9.5
229	5	8.6	8.9	9.4	9.4	7.8	8.9	7.6	9.7	9.7	8.9	9.8
230	5	7.5	9.6	9.7	9.7	8.1	7.2	7.5	8.1	7.5	7.7	9.8



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
232	2	8.6	9.3	9.3	9.3	6.4	7.0	8.6	8.6	8.6	5.6	9.3
236	3	7.7	8.8	8.8	8.8	8.8	9.2	9.2	8.8	8.8	8.1	8.4
239	1	6.0	0.0	10.0	10.0	2.0	2.0	10.0	10.0	9.0	2.0	10.0
240	11	7.1	8.6	7.1	7.6	5.3	6.5	7.6	9.0	7.4	7.5	8.7
241	1	8.0	9.0	9.0	9.0	8.0	7.0	8.0	9.0	9.0	9.0	9.0
245	1	10.0	9.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	9.0
246	6	7.3	9.7	9.5	8.0	7.4	8.4	9.5	9.1	8.8	6.4	9.2
247	1	3.0	7.0	9.0	10.0	5.0	1.0	8.0	9.0	9.0	2.0	8.0
249	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
250	38	8.3	8.5	9.2	8.6	7.6	7.3	8.7	9.2	9.3	7.7	8.8
251	2	9.5	9.5	9.5	10.0	9.0	9.5	10.0	10.0	9.5	7.0	9.5
252	2	9.4	9.4	9.4	7.0	8.2	9.4	9.4	10.0	10.0	8.8	9.4
253	4	9.0	8.2	9.5	9.1	7.4	8.6	8.7	8.2	8.4	6.7	8.7
254	3	9.0	9.6	10.0	6.3	9.8	9.8	10.0	4.3	7.4	7.2	9.8
255	13	6.9	8.4	9.5	9.5	7.0	4.6	9.6	9.8	9.1	4.3	9.2
256	3	10.0	9.6	9.2	8.8	9.3	9.2	9.2	10.0	9.3	9.6	9.6
257	5	9.2	9.4	9.5	9.9	5.4	8.6	9.4	9.9	9.8	5.5	9.7
301	3	8.9	8.7	10.0	9.8	7.0	8.5	9.5	9.5	9.3	8.9	9.5
311	1	7.0	7.0	7.0	7.0	4.0	6.0	9.0	3.0	2.0	6.0	7.0
319	8	7.5	8.0	8.6	9.1	6.7	8.6	8.7	9.2	8.7	8.7	7.6
320	1	3.0	7.0	7.0	4.0	2.0	4.0	7.0	7.0	7.0	5.0	6.0
321	2	10.0	10.0	8.2	6.6	8.8	9.4	9.4	9.4	8.2	9.4	10.0
323	3	8.2	10.0	9.3	8.9	6.9	7.8	8.2	9.1	8.2	7.6	10.0
324	1	6.0	8.0	9.0	8.0	6.0	7.0	9.0	9.0	8.0	6.0	9.0
335	5	8.1	8.6	7.9	8.6	5.5	8.0	7.6	9.1	8.3	8.0	8.8
337	2	7.7	9.4	5.0	4.6	8.1	7.7	8.2	1.8	8.7	3.7	8.9
340	3	7.0	8.2	9.1	7.6	7.0	6.3	9.1	9.1	7.5	7.0	8.6
341	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	1.0	10.0
342	2	10.0	9.2	10.0	2.8	9.4	10.0	6.0	8.4	10.0	9.6	10.0
345	2	8.5	8.5	8.5	7.5	7.5	7.5	7.5	7.0	8.5	4.5	8.5
351	13	6.8	8.8	8.8	8.6	8.1	6.0	9.6	9.6	9.3	5.9	9.3
354	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
364	1	8.0	9.0	8.0	7.0	7.0	8.0	8.0	6.0	8.0	7.0	7.0
375	1	9.0	7.0	10.0	10.0	10.0	9.0	9.0	10.0	10.0	9.0	9.0
395	1	8.0	8.0	8.0	8.0	7.0	7.0	7.0	8.0	7.0	6.0	8.0



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
401	9	7.7	8.7	7.9	7.8	6.1	5.7	7.7	8.7	8.7	5.8	8.5
402	5	7.0	8.0	8.3	7.4	4.9	7.2	7.8	8.0	8.1	5.2	8.5
403	1	7.0	10.0	10.0	10.0	8.0	6.0	9.0	10.0	10.0	8.0	9.0
404	1	7.0	8.0	8.0	8.0	7.0	6.0	8.0	8.0	9.0	7.0	7.0
405	1	7.0	7.0	9.0	8.0	9.0	7.0	8.0	6.0	6.0	4.0	8.0
406	8	6.4	5.5	7.9	7.8	6.5	4.5	6.7	5.6	6.6	6.9	7.7
407	4	8.3	7.8	8.1	8.1	6.2	3.9	7.6	6.8	7.3	3.3	7.7
408	5	5.4	7.5	7.4	6.1	4.1	4.6	8.2	9.4	6.1	5.4	7.7
410	4	6.1	7.3	7.8	7.6	6.6	6.6	7.3	5.5	5.7	5.2	7.5
413	2	8.2	7.8	8.6	8.6	8.8	9.4	8.6	6.6	7.4	5.0	8.6
416	1	9.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	10.0	8.0	10.0
418	1	4.0	7.0	7.0	7.0	8.0	3.0	7.0	5.0	2.0	4.0	8.0
430	3	9.7	9.7	9.7	9.4	5.9	9.7	6.3	6.7	9.7	3.5	9.7
501	1	8.0	10.0	10.0	8.0	8.0	8.0	10.0	10.0	10.0	7.0	10.0
503	6	8.1	9.0	8.4	8.4	7.1	8.1	8.8	8.9	8.2	8.1	9.1
531	2	5.8	8.5	9.1	8.5	1.0	7.9	8.0	7.2	5.6	6.5	9.0
555	3	9.3	9.1	9.4	9.4	9.3	9.4	9.3	10.0	9.4	9.2	9.1
562	1	7.0	7.0	8.0	8.0	5.0	7.0	8.0	3.0	4.0	6.0	8.0
564	1	5.0	5.0	6.0	1.0	5.0	3.0	6.0	7.0	3.0	0.0	7.0
601	12	8.1	8.5	8.8	8.6	8.0	8.3	8.9	6.8	8.5	6.5	9.0
602	3	8.3	9.1	10.0	9.8	8.2	6.9	9.8	10.0	8.6	7.4	9.3
604	3	8.0	8.0	9.7	9.7	9.0	9.7	9.7	9.7	9.3	5.7	9.7
620	1	8.0	10.0	9.0	8.0	6.0	8.0	9.0	10.0	9.0	9.0	10.0
640	1	10.0	10.0	8.0	10.0	10.0	8.0	5.0	10.0	10.0	9.0	7.0
701	5	6.2	9.9	9.8	5.3	3.2	8.4	8.4	5.7	7.1	8.2	9.8
746	2	5.6	9.7	8.0	10.0	3.3	5.6	5.3	8.7	9.3	5.0	8.3
750 R1	5	8.3	7.7	6.8	6.7	6.2	6.7	7.6	8.8	8.8	7.6	8.1
751 R2	11	7.4	8.9	7.0	7.0	6.3	8.6	7.5	8.9	8.8	7.1	9.1
752 R3	3	8.7	7.8	7.5	7.9	9.3	6.7	7.4	9.2	8.7	8.0	8.4
753 R4	14	6.6	7.9	8.8	8.7	4.8	5.6	8.5	9.0	8.6	7.5	8.1
754 R5	10	8.6	8.6	8.3	8.6	7.4	8.6	8.4	9.3	8.3	8.7	9.0
755 R6	5	8.4	8.6	8.7	8.2	6.2	8.2	8.6	9.1	8.3	8.0	9.1
BTC	21	8.1	8.9	8.6	8.6	7.1	8.2	8.3	8.6	7.7	7.1	9.2
STC	8	6.4	7.2	7.4	7.0	6.1	5.8	7.6	8.2	6.6	5.2	7.0
PCT	4	7.7	8.2	8.7	8.6	8.3	8.2	9.0	9.0	9.0	8.7	9.5



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
RTC	3	8.1	9.3	9.2	9.6	8.5	9.9	7.6	7.6	7.1	7.1	9.2
VTC	20	7.6	9.0	7.5	7.4	6.9	7.3	7.2	7.6	7.8	6.9	9.3
WVT	6	6.9	7.8	5.6	7.5	4.2	7.6	7.5	7.6	7.1	7.3	7.8



APPENDIX C – Performance Ratings for Routes with 30 Ratings or More, Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	667	7.6	8.5	8.3	8.1	6.6	7.2	8.2	8.6	8.2	7.0	8.7
99 B-Line	40	8.2	8.3	8.2	7.9	5.6	8.2	8.5	9.5	8.7	8.6	8.7
250	38	8.3	8.5	9.2	8.6	7.6	7.3	8.7	9.2	9.3	7.7	8.8



APPENDIX D – Overall Performance Ratings Oct – Dec 2023 vs. Oct – Dec 2024

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	OCT – DEC 2023		OCT – DEC 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	OCT – DEC 2023 VS. OCT – DEC 2024
250	15	8.9	38	8.3	-0.6
99 B-Line	29	7.9	40	8.2	0.3

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.



APPENDIX D – Overall Performance Ratings Jul – Dec 2023 vs. Jul – Dec 2024

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	JUL – DEC 2023		JUL – DEC 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JUL – DEC 2023 VS. JUL – DEC 2024
250	51	8.7	73	8.3	-0.4
99 B-Line	65	7.9	73	8.2	0.3
BTC	37	8.2	35	7.8	-0.4
VTC	49	8.0	40	7.3	-0.7

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.

APPENDIX D – Overall Performance Ratings Jan – Dec 2023 vs. Jan – Dec 2024

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	JAN – DEC 2023		JAN – DEC 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – DEC 2023 VS. JAN – DEC 2024
10	40	8.0	51	7.6	-0.4
16	46	8.2	47	7.2	-1.0
19	36	7.8	36	7.7	-0.1
2	46	7.8	36	7.9	0.1
20	35	7.4	27	6.6	-0.8
240	51	8.0	61	7.4	-0.6
246	35	8.3	21	7.6	-0.7
25	41	8.1	50	7.6	-0.5
250	139	8.7	168	8.4	-0.3
255	44	8.4	38	7.9	-0.5
257	35	8.2	35	8.4	0.2
3	40	7.8	32	7.1	-0.7
351	41	8.7	35	8.2	-0.5
410	36	7.3	27	7.8	0.5
49	62	8.1	42	7.7	-0.4
601	40	7.7	41	7.1	-0.6
7	28	7.6	42	6.8	-0.8
753 R4	62	7.4	59	7.5	0.1
754 R5	40	8.4	38	7.8	-0.6
9	40	8.1	43	6.7	-1.4
99 B-Line	120	8.0	135	8.1	0.1
BTC	66	8.1	55	7.8	-0.3
VTC	89	7.9	82	7.6	-0.3

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.